



Australian Government

PSPGEN019 Use workplace communication strategies

Release: 1

PSPGEN019 Use workplace communication strategies

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGOV312A Use workplace communication strategies. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the oral and written communication skills required to use workplace communication strategies for interacting with internal and external clients. It includes responding to enquiries, receiving and giving directions, participating in meetings and making presentations in the workgroup.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work under supervision, while performing routine tasks in a range of familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe	Performance criteria describe the performance needed to demonstrate

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Respond to enquiries	1.1 Provide responses to enquiries from staff, the public and other clients or refer the matter. 1.2 Use active listening techniques and adapt language and style to address the specific needs of the speaker. 1.3 Resolve conflict in a confidential manner or refer difficult situations to others. 1.4 Ensure content and method of communication complies with public sector legislation, the organisational code of conduct and ethics standards.
2. Receive and give instructions and directions	2.1 Receive, clarify, assess and act upon directions. 2.2 Ensure instructions and directions are conveyed clearly and confirm these with the recipient. 2.3 Provide feedback.
3. Participate in meetings	3.1 Prepare for meeting by reviewing the agenda and other related documents. 3.2 Provide input during meeting in accordance with meeting protocol and objectives. 3.3 Act with respect and trust-building to enhance relationships and meeting outcomes.
4. Make presentations within the workgroup	4.1 Prepare and make a work related presentation that is relevant to the audience and logically structured. 4.2 Use suitable resources or aids to enhance the presentation if applicable. 4.3 Use strategies to engage the listeners. 4.4 Obtain feedback to improve future presentations.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance :

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy NA				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV312A Use workplace communication strategies.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPGEN019 Use workplace communication strategies

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. The candidate must demonstrate evidence of performance of the following on at least one occasion.

- taking part in interpersonal exchanges of information, with some awareness of different registers and strategies for interaction
- clarifying meaning, exploring issues and problem solving or referral
- using information presented in graphic, diagrammatic, or visual form
- using telephones, answering machines/voicemail, computers with audio, presentation software and other communications technology

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- principles of effective communication, including presentations
- knowledge of organisational processes, hierarchy and formal communication channels
- conflict resolution techniques
- meeting formats and requirements

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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