



Australian Government

PSPGEN033 Use advanced workplace communication strategies

Release: 1

PSPGEN033 Use advanced 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 PSPGOV412A Use advanced 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 skills required to use advanced workplace communication strategies. It includes dealing with complex enquiries and/or complaints, giving directions, managing meetings and giving presentations.

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 will be working independently, with possible supervisory responsibilities, performing complex task in a range of familiar and unfamiliar 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 the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Deal with complex enquiries and/or complaints	1.1 Establish relationship with the client by displaying understanding towards client needs, and the nature of complaint and/or enquiry by listening, questioning and confirming. 1.2 Record complaint and/or enquiry, and verify with the client. 1.3 Obtain documentation to support complaint and/or enquiry if required. 1.4 Identify action available under organisational policies, and follow procedures to respond to and resolve complaint and/or enquiry. 1.5 Identify and refer complaints and/or enquiries that require other personnel or external organisations' input to resolve. 1.6 Advise client of action taken to resolve the complaint and/or enquiry and record.
2. Give directions	2.1 Give ethical, lawful and reasonable directions to others, and protect staff from reprisals for refusing directions to act unethically. 2.2 Give directions and confirm understanding of directions. 2.3 Resolve problems or refer if required. 2.4 Provide feedback on implementation.
3. Manage meetings	3.1 Clarify purpose of each meeting and develop the agenda in consultation with participants. 3.2 Select procedure for each meeting and style of facilitating. 3.3 Chair meetings in accordance with agreed conventions for the type of meeting and legal and ethical requirements. 3.4 Ensure meetings are focused on the objectives of the meeting and are time efficient. 3.5 Enable participation, discussion, problem solving and resolution of issues by all those present. 3.6 Summarise decisions and recommendations, check for accuracy and record as required.
4. Make presentations	4.1 Make presentations to a range of audiences. 4.2 Structure presentations logically and ensure they contain relevant information to meet the purpose of the presentation. 4.3 Create, organise and select supporting materials and presentation aids to enhance audience understanding of key concepts and ideas. 4.4 Choose presentation strategies to match the characteristics of the target audience, the location, the resources and the personnel needed. 4.5 Evaluate effectiveness of the presentation formally and informally for the purpose of continuously improving future presentations.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV412A Use advanced 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 PSPGEN033 Use advanced 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. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- speaking and listening relating to sustained and sometimes complex communication exchanges
- taking part in interpersonal exchanges of information, with a flexible use of register and strategies for interaction
- dealing with complaints, clarifying meaning, exploring issues and using problem solving or referral
- deriving meaning from sustained oral discussions
- using observation to read non-verbal cues, especially those relating to culture, ethnicity, emotional state
- using presentation software

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.

- public sector legislation including WHS and environment, regulations, policies, procedures and guidelines relating to workplace communication
- complaints procedures
- conflict resolution techniques
- knowledge of organisation processes and hierarchy
- official communication channels
- organisational protocols and etiquette for oral communication

- meeting formats and facilitation/chairing requirements to suit
- presentation styles to suit different audiences

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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