



Australian Government

Assessment Requirements for PSPGEN101

Use complex workplace communication strategies

Release: 1

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Modification History

Supersedes and is equivalent to PSPGEN054 Use complex workplace communication strategies.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- apply legislation, regulations, policies, procedures and guidelines relating to communication in the public sector
- analyse and use language structures and features that influence interpretation of spoken communication
- interact confidently with groups on familiar topics in formal and informal workplace situations
- present a convincing argument and listen and respond to opposing views
- clarify meaning, explore issues and problem-solve.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulations, policies, procedures and guidelines relating to communication in the public sector
- power and effect of spoken language
- organisational processes and hierarchy
- techniques to deal with opposing views and positions
- emotional intelligence techniques
- organisational protocols and etiquette for communication in meetings
- communication strategies to suit different audiences
- ways to influence the interpretation of spoken communication.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulations, policies, procedures and guidelines relating to communication in the public sector

- current theory and practice on influencing skills for the public sector
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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