



Australian Government

Assessment Requirements for PSPGEN102 Persuade and influence opinion

Release: 1

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Modification History

Supersedes and is not equivalent to PSPGEN070 Persuade and influence opinion.

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 and policies relating to communication in the public sector
- analyse and use language structures and features that influence the interpretation of spoken communication; and
- interact responsively, critically and confidently on specific topics with a:
 - familiar group
 - unfamiliar group

each in a formal and informal workplace situation to reach an agreed position.

Knowledge Evidence

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

- public sector legislation, regulations, policies, procedures and guidelines relating to communication
- relationship between power and effect of spoken language
- communication tone, structure, style and impact on others
- inclusive language and communication techniques
- emotional intelligence:
 - principles and strategies
 - attributes, including self-awareness, self-management, social awareness and relationship management
- key factors that combine to influence the interpretation of spoken communication, including:
 - personal beliefs, attitudes and values
 - group dynamics
 - language features and structures
 - non-verbal elements
- strategies to address the key factors that combine 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:

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