



Australian Government

Assessment Requirements for PSPGEN140

Use advanced workplace communication strategies

Release: 1

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Modification History

Supersedes and is not equivalent to PSPGEN033 Use advanced 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 two occasions:

- speak and listen to sustained and sometimes complex communication exchanges
- derive meaning from a sustained oral discussion
- take part in interpersonal exchanges of information, with a flexible use of register and strategies for interaction
- deal with a complaint including:
 - clarifying meaning,
 - exploring issues and
 - using problem-solving or referral
- use observation to read non-verbal cues
- use presentation resources.

Knowledge Evidence

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

- organisational policies, procedures and guidelines for workplace communication including:
 - organisational processes and hierarchy
 - official communication channels
 - protocols and etiquette for oral communication
 - complaints procedures
- conflict resolution techniques
- negotiation techniques
- giving and receiving feedback
- how to use a process of reflection to enhance self-awareness and understanding of workplace communication strategies
- meeting features and relationship to workplace communication strategies including:
 - procedures and conventions
 - roles including facilitation, chairing and record keeping requirements to suit the meeting purpose.

Assessment Conditions

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

Assessment must ensure access to:

- organisational policies, procedures and guidelines for workplace communication.

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>