



Australian Government

PUACOM001 Communicate in the workplace

Release: 1

PUACOM001 Communicate in the workplace

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to interact with people internally and externally through verbal, non-verbal and written communication and to follow verbal and written instructions in the work place. It includes communicating verbally and non-verbally with clients, giving and receiving instructions, taking part in group discussions, participating in informal meetings and preparing to process routine correspondence and records.

The unit is applicable to all personnel but has a specific focus on the communication skills required by individuals at entry level in public safety organisations.

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

Pre-requisite Unit

Not applicable.

Competency Field

Community

Unit Sector

Public Safety

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Communicate verbally

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1** Language used in communications is clear, concise and appropriate to client, assignment and organisational requirements

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| | 1.2 | Active listening skills and questioning techniques are used to clarify issues |
| | 1.3 | Established communication methods are used for routine and non-routine communications |
| 2 Communicate non-verbally | 2.1 | Non-verbal communication is positive, culturally appropriate and tailored to the audience |
| | 2.2 | Non-verbal communication is consistent with verbal communication |
| 3 Communicate with clients | 3.1 | Questioning, learning and summarising skills are used to establish client needs |
| | 3.2 | Client needs are addressed, in accordance with organisational policy and procedures |
| | 3.3 | Confidentiality is observed, in accordance with organisational policies and procedures |
| 4 Give and receive instructions | 4.1 | Instructions received are acted upon within an agreed time frame to meet organisational needs |
| | 4.2 | Difficulties and/or problem areas are identified and communicated to appropriate personnel in a timely manner |
| | 4.3 | Clarification of instructions is sought from appropriate personnel |
| | 4.4 | Instructions are relayed clearly, concisely and accurately and confirmation is obtained |
| 5 Take part in group discussions and informal meetings | 5.1 | Contributions are made when in small informal group activities and meetings to facilitate organisational outcomes |
| | 5.2 | Responses are sought from and provided to other group members in a constructive way |
| | 5.3 | Views and opinions of individuals or group are obtained, acknowledged and accurately represented to others, as required |
| 6 Prepare and process routine written correspondence, notes and records | 6.1 | Information and ideas are presented in a format, language and time frame to meet organisational requirements |

- 6.2** Presentation of written documents meets organisational standards of style and accuracy
- 6.3** Documents are processed to comply with organisational policies and procedures and legislative requirements

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUACOM001C Communicate in the workplace.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUACOM001 Communicate in the workplace

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- communicating in the work place including in group settings, with clients, giving and receiving instructions
- complying with organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- following written instructions
- interacting with clients
- preparing and processing routine written correspondence, notes and records
- taking part in group discussions and informal meetings
- using information technology
- using verbal and non-verbal communication techniques

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- client needs
- group communication techniques
- modes and methods of communication
- non-verbal and verbal communication techniques
- organisational documentation, policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- routine correspondence and reports
- small group dynamics
- types of instructions
- meeting requirements
- written communication techniques

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in industry approved simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
 - with a combination of oral and/or written communication
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry
- applicable documentation including organisational procedures, industry standards, regulations, equipment specifications, codes of practice and operation manuals.

Links

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