



Australian Government

PUACOM004 Manage organisational communication strategies

Release: 1

PUACOM004 Manage organisational communication strategies

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 develop, implement, review and evaluate communication strategies and to promote communication techniques in the work place. It includes developing communication strategies by identifying and maintaining communication pathways.

The unit is applicable to personnel who have an organisational wide role in the development and management of communication strategies.

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

Pre-requisite Unit

Not applicable.

Competency Field

Communication

Unit Sector

Public Safety

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Develop communication strategies

PERFORMANCE CRITERIA

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

1.1 Strategies for internal and external dissemination of information are developed to meet organisational requirements

1.2 Special communication needs are identified when developing strategies to avoid discrimination in the

		organisation
	1.3	Communication strategies are analysed, evaluated and revised to ensure they are effective
2 Establish and maintain communication pathways	2.1	Communication pathways are established to meet requirements of organisation and personnel
	2.2	Communication pathways are maintained and reviewed to ensure personnel are updated on relevant information
3 Promote use of communication strategies	3.1	Information is provided to all areas of the organisation to facilitate communication strategy implementation
	3.2	Communication techniques are articulated and modelled to personnel, in accordance with organisational procedures
	3.3	Personnel are given guidance about adapting communication strategies to suit a range of contexts

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 PUACOM004B Manage organisational communication strategies.

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 PUACOM004 Manage organisational communication strategies

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

- developing communication strategies
- following organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- identifying, applying and maintaining communication pathways
- managing communication strategies by building relationships, coaching, resolving conflict, listening, negotiating, networking and communicating verbally
- promoting use of communication strategies

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

- communication barriers and opportunities
- communication needs of personnel
- communication strategies
- communication techniques
- organisational documentation, policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- privacy principals
- strategy development to suit organisational objectives

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
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals.

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