



Australian Government

Department of Education, Employment and Workplace Relations

PUACOM001B Communicate in the workplace

Release: 1

PUACOM001B Communicate in the workplace

Modification History

Unit Descriptor

This unit covers the competency for interacting with people internally and externally through verbal, nonverbal and written communications in the workplace and the ability to follow verbal and written workplace instructions

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Application of the Unit

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

Elements and Performance Criteria Pre-Content

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Element	Performance Criteria
1 Communicate verbally	1.1 Language used in all communications is clear concise and appropriate to client, assignment and organisation's requirements 1.2 Active listening skills and questioning techniques are used to clarify issues 1.3 Established communication pathways are used for routine and non-routine communication
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 The needs of clients are addressed in line with organisation's policy and procedures |
| | | 3.3 Confidentiality is observed in accordance with organisation's policies and procedures |
| 4 | Give and receive instructions | 4.1 Instructions received are acted upon within an agreed time frame and to meet organisation needs |
| | | 4.2 Difficulties/problem areas are identified and communicated to the appropriate person in a timely manner |
| | | 4.3 Clarification of instructions is sought from the appropriate person |
| | | 4.4 Instructions are relayed clearly, concisely and accurately and confirmation of understanding obtained |
| 5 | Take part in group discussions and informal meetings | 5.1 Contributions are made in small informal group activities and meetings to facilitate 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 a group are understood, acknowledged and accurately represented to others where required |
| 6 | Prepare and process routine written correspondence notes and records | 6.1 Information and ideas are presented in a format, language and timeframe to meet organisation's requirements |
| | | 6.2 Presentation of written documents meets organisation's standards of style and accuracy |
| | | 6.3 Documents are processed to comply with legislative requirements and organisation's policy and procedures |

Required Skills and Knowledge

Evidence Guide

Critical aspects of evidence

It is essential for this unit that competence be demonstrated in effectively interacting with clients and communicate verbally and non verbally

Interdependent assessment of units

Pre-requisite units: Nil

Co-requisite units: Nil

Underpinning knowledge

- effective verbal communication techniques
- effective non verbal communication techniques
- group communication techniques
- written communication skills
- small group dynamics

Underpinning skills

- follow written instructions
- give and receive verbal instructions
- interact with clients
- communicate in group setting
- use information technology effectively

Resource implications

No special requirements

Consistency in performance

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments

Context of assessment

- A combination of oral or written presentations
- observations
- on the job and/or in a simulated workplace environment

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Range Statement

Clients may include

- external
- internal
- representatives of other organisations
- representatives of non government organisations
- contractors
- members of the public
- persons from culturally and linguistically diverse backgrounds
- people with hearing/vision impairments

Instructions may be

- verbal
- non verbal
- written and may include requests
- directions

Modes of communication may include

- written
- face to face
- radio
- mobile telephone
- land line telephone
- facsimile
- information technology systems
- signalling systems
- pamphlets translated in other languages for persons from culturally and linguistically diverse backgrounds
- Auslan gestures
- use of interpreters
- signals
- visual signalling re vessels
- helicopter signals
- fixed plane signals
- signalling to vessel skipper re anchoring, towing etc.

Client needs may include

- information
- advice
- directions
- assistance

Workplace may include

- office
- in the field
- workshop
- operational area
- surf or ocean environment
- blue water coastal areas, barrier reef
- bars and bar crossings

Non verbal communication may include

body language
gestures and signals

Routine correspondence may include

brief notes
documents
number of themes covered in document would be simple and limited

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Unit Sector(s)