



Australian Government

Assessment Requirements for SFICPL307 Facilitate effective communication in the workplace

Release: 1

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Modification History

Release	Comments
Release 1	This version released with SFI Seafood Industry Training Package Version 1.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has facilitated effective communication in at least three workplace compliance activities, including:

- using communication techniques relevant to the situation
- interacting and communicating effectively with diverse cultures
- presenting information to individuals and teams based on prior investigation
- responding appropriately to conflict situations.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- agency codes of ethics and policy and procedures relating to effective communication
- agency policy and operational procedures regarding critical incident negotiation and conflict resolution
- barriers to effective communication in the workplace
- effective interpersonal and group communication processes
- impacts of age, gender, ethnicity, cultural connection to the natural resource, special needs groups, personality, and drugs and alcohol on the communication process
- meanings of various body language forms
- state or territory anti-discrimination legislation
- range of support agencies to assist with communication issues and incidents, and the types of services offered.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a fisheries compliance monitoring setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - meeting documentation
- specifications:
 - access to relevant legislation, agency policies, procedures and codes relating to workplace communication and compliance monitoring
- relationships:
 - evidence of interactions with individuals and team members operating in a fisheries environment.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=e31d8c6b-1608-4d77-9f71-9ee749456273>