



Australian Government

Department of Education, Employment and Workplace Relations

SFICOMP317A Facilitate effective communication in the workplace

Release: 1

SFICOMP317A Facilitate effective communication in the workplace

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency involves communicating effectively in the line of duty as a fisheries officer. Communication is 'facilitated' meaning that: • appropriate communication techniques are used • before responding to a situation the fisheries officer adequately assesses it • the fisheries officer is a participating member of a work team and both informs the work team of situations and his/her proposed position, and contributes meaningfully to achieving team meeting outcomes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Assess situations and adapt communication technique accordingly	1.1. Verbal communication is tailored to the identified audience. 1.2. Body language of audience is correctly assessed and responded to appropriately. 1.3. Active listening skills are employed and questioning techniques used to clarify issues or problem areas for resolution. 1.4. Communication strategies are adopted that reflect consideration of the full range of human characteristics/factors. 1.5. Where required, expert advice is sought or referrals made according to agreed procedures. 1.6. Contradictions, ambiguities, uncertainties or misunderstandings are identified and checked with a range of sources and references.
2. Communicate effectively in the workplace	2.1. Appropriate interpersonal communication techniques and skills are selected and applied. 2.2. Communication is clear, concise and accurate.
3. Participate in meetings	3.1. Supervisors and other colleagues are briefed with regard to the meeting's purpose and proposed positions to be put forward. 3.2. Documents to be used in meetings are obtained/researched. 3.3. Own contributions are prepared in advance relevant to the purposes of the meetings and supportive of the organisation's corporate goals and objectives. 3.4. Own position is clearly and effectively stated and substantiated.
4. Utilise conflict resolution/negotiation skills to address issues/incidents	4.1. Control and objectivity is maintained at all times in conflict situations. 4.2. Situational conflict is, as far as possible, de-escalated. 4.3. Persons in conflict are separated, where appropriate, and relevant solutions negotiated or imposed correctly. 4.4. Where required, external agencies are accessed and utilised.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- adapting personal communication style to a variety of situations
- conflict negotiation and resolution
- effectively communicating instructions/directives to suspects and other members of the public
- incident de-escalation
- using interpretive services to facilitate communication
- using verbal communication to take control of situations.

Literacy skills used for:

- researching information for meetings.

Required knowledge

- agency codes of ethics
- agency policy and operational procedures regarding critical incident negotiation
- agency policy and procedures covering verbal communication requirements
- barriers to effective communication
- communicative process
- impacts of age, gender, ethnicity/aboriginality, special needs groups, personality and drugs/alcohol on the communicative process
- meanings of various body language forms
- state or territory anti-discrimination Acts
- various support agencies available and the types of services offered.

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessment must confirm ability to: - effectively interact and communicate with colleagues and clients - respond to conflict situations in accordance with jurisdictional law and guidelines. Assessment must confirm knowledge of: - communicative processes - barriers to effective communication.
Context of and specific resources for assessment	Assessment is to be conducted on the job or in a simulated environment.
Method of assessment	The following assessment methods are suggested: - written or oral short-answer testing - practical exercises or role-plays - observation of practical demonstration.
Guidance information for assessment	This unit may be assessed holistically with other units within a qualification.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Situations</i> cover all taskings undertaken by officers, whether reactive or proactive patrolling,	- criminals - face to face - fellow officers

RANGE STATEMENT	
undertaking station duties, and relate to circumstances in which the officer is in contact with other persons. Such processes may include:	• giving and/or receiving instructions and lawful direction • interviewing persons • providing verbal reports or seeking information • responding to inquiries • single or groups • suspects.
Body language may include:	• non-verbal characteristics exhibited by each person in response to the presence of fishery officers or lawful instruction given by such officers. Such characteristics may represent positive compliant behaviour or a negative non-cooperative/aggressive response.
Problem areas for resolution may include	• arrest scenes • crime scenes • disputes over procedural issues, such as processing or charging persons • life threatening situations, such as confrontations with armed persons • serving summons • workplace disputes • workplace complaints • workplace grievance situations.
Human characteristics/factors may include:	• age • ethnicity • gender • geographic and demographic impacts • physical capacity • impacts of alcohol and legal/illegal drugs • peer group pressures • personality • previous experiences/encounters with fisheries officers.
Interpersonal communication techniques and skills may include:	• appropriate language • appropriate recognition and professional response to cultural diversity.
Meetings may include:	• formal, informal or pre-planned, and involve functional area/authority personnel, and may be for: • operations assessment/debriefings

RANGE STATEMENT	
	- operational planning - occupational health and safety (OHS).
De-escalation means:	reducing a situation to a point where the issue is reduced to a controllable level and the risk to life or property is minimised.
Relevant solutions , depending on the actual situation, may include:	- the issuing of lawful instructions/directions - employment of de-escalation processes - the 'use of force' - arresting, cautioning, reporting and detaining - accessing further assistance from either fellow officers or police. The development of appropriate response strategies should also take into account the needs and characteristics of factors such as age, gender and cultural/social background.
External agencies may include:	- ethnic advisory services - marine and transport - police. Negotiation can take place with supervisors, colleagues and members of the public.

Unit Sector(s)

Unit sector	Fisheries compliance
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Co-requisite units

Co-requisite units	

Competency field

Competency field	
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