



Australian Government

Assessment Requirements for SIRXCOM001 Communicate in the workplace to support team and customer outcomes

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- engage in four different interactions that individually or cumulatively involve communication with people who are:
 - customers
 - peer team members
 - supervisors
 - from diverse backgrounds
- communicate with others:
 - face-to-face
 - by telephone
- communicate with others to confirm the requirements of three different work tasks.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures for:
 - allocated duties and responsibilities
 - internal and external customer and colleague interactions
 - use of communication media
- communication techniques:
 - active listening
 - open and closed questioning
 - use of verbal and non-verbal cues
- communication methods which convey information clearly and concisely
- basic communication expectations in relation to:
 - tact
 - sensitivity
 - discretion
- nature of diversity and the impact of diversity on communication.

Assessment Conditions

Skills must be demonstrated in:

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- organisational policies and procedures for:
 - allocated duties and responsibilities
 - internal and external customer and colleague interactions
 - use of communication media.
- a telephone
- a range of people with different requirements; this can be:
 - customers or team members in a retail industry workplace with whom the individual works during the assessment process
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>