



Australian Government

Department of Education, Employment and Workplace Relations

SITXCOM004A Communicate on the telephone

Revision Number: 1

SITXCOM004A Communicate on the telephone

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to communicate effectively on the telephone. It requires the ability to make and receive calls, to take messages on behalf of other people and to use the main features of a telephone correctly.

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

Application of the Unit

Application of the unit

This unit describes a fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments. All manner of personnel are required to communicate on the telephone. For some it may be a key aspect of their job such as for those who work in an office environment and for others an occasional task, for example, for those who work in a kitchen.

All personnel at all levels would apply this skill, but it does describe a basic operational function of minimal complexity.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

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

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|---|
| 1 Respond to incoming telephone calls. | 1.1 Answer <i>telephone calls</i> promptly, clearly and politely according to organisation standards. |
| | 1.2 Offer friendly assistance to the caller and establish the purpose of the call. |
| | 1.3 Repeat call details to the caller to confirm understanding. |
| | 1.4 Answer caller enquiries promptly or transfer caller to the appropriate location and person. |
| | 1.5 Where necessary, record caller requests and information and pass on to the appropriate department or person for |

ELEMENT**PERFORMANCE CRITERIA**

follow-up.

- | | |
|----------------------------|---|
| 1.6 | Relay messages accurately to the nominated person within appropriate timelines. |
| 1.7 | Report threatening or suspicious phone calls promptly to the appropriate person and according to organisation procedures. |
| 1.8 | Use language, tone and volume appropriate to the nature of the phone call. |
| 2 Make telephone calls. | |
| 2.1 | Obtain correct telephone numbers. |
| 2.2 | Establish clearly the purpose of the call prior to calling. |
| 2.3 | Use telephone equipment correctly in order to establish contact. |
| 2.4 | Communicate clearly your name, company and reason for calling. |
| 2.5 | Be polite and courteous at all times. |
| 2.6 | Document outcome of telephone call if required according to organisation standards. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to use the technical features of a specific telephone system correctly
- oral communication skills to convey meaning clearly and concisely and interpret the requirements of incoming callers
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds
- literacy and writing skills to record messages.

The following knowledge must be assessed as part of this unit:

- principles of effective communication in relation to listening, questioning and verbal communication
- organisation's policies and procedures relating to telephone communication, and the recording and passing on of messages.

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, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- making and receiving telephone calls using telephone equipment correctly
- courteous and friendly telephone service
- clear and concise verbal and written communication
- making and receiving calls on multiple occasions, communicating on different matters and with different types of callers to ensure consistency of performance.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- use of current telephone equipment within operationally realistic tourism or hospitality environments
- interaction with others to demonstrate the interpersonal communication aspects of communicating on the telephone
- access to policies and procedures that relate to answering the telephone, and recording and taking messages.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to communicate on the telephone. The following examples are appropriate for this unit:

- direct observation of candidate answering and making a variety of phone calls
- review of messages taken on behalf of customers and colleagues
- role-plays to observe candidate dealing with difficult customers or situations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXADM001A Perform office procedures
- SITXCOM001A Work with colleagues and customers.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

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 in the performance criteria is detailed below.

Telephone calls may take place in a range of different contexts, including:

- office
- reception area
- on tour
- in a restaurant or kitchen
- on site
- with customers
- with colleagues
- with suppliers.

Telephone equipment may include:

- single or multiple line telephone systems
- switchboards
- mobile phones
- landlines.

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Communication and Teamwork