



Australian Government

Department of Education, Employment and Workplace Relations

SUGCCPA1A Collect, present and apply workplace information

Revision Number: 1

SUGCCPA1A Collect, present and apply workplace information

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This is a Core unit for all industry streams. It covers the skills and knowledge required to identify, collect and present information to convey meaning to others and to participate in group processes.

This unit is based on and equivalent to FDFCORCOM2A Collect, present and apply workplace information.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Element	Performance criteria
1. Select and present verbal information	1.1 Information requirements are identified 1.2 Information is collected, assessed and structured to convey meaning to others 1.3 Interactive skills are used to communicate effectively with others
2. Use and maintain workplace information	2.1 Routine workplace texts are used to obtain information required to operate in the workplace 2.2 Information is recorded in standard formats according to workplace recording requirements

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence guide

The assessment process must address all of the following items of evidence.

Ability to:

1. Access workplace information relating to work responsibilities
2. Select appropriate methods to communicate with people from diverse backgrounds
3. Structure information in a logical sequence
4. Ascertain or clarify information by asking questions
5. Present information appropriate to audience and information purpose
6. Participate in group discussions and processes as required
7. Demonstrate interactive communication processes
8. Interact with others to achieve agreed outcomes
9. Respect and, where appropriate, represent the views of others
10. Record information in required format/s

Knowledge of:

11. Common colloquial and technical language
12. Sources of information and advice relating to work responsibilities
13. Methods of accessing, recording and storing workplace information including print and screen based systems
14. Formal and informal communication systems
15. Group processes. This may include basic facilitation, negotiation and conflict resolution

Relationship with other standards

Pre-requisite units

There are no pre-requisite units for this competency standard.

Co-assessment of related units

Other units of competency relevant to the work role should be assessed in conjunction with this unit.

Resources required for assessment

Assessment must occur in a real or simulated workplace where the assessee has access to:

- Opportunities to interact with others using typical workplace communication processes
- Typical group forums which can include work groups and committees
- Typical workplace information
- Information systems and procedures
- Standard forms and equipment (as required) for recording workplace information

Assessment requirements

For information on how to assess this competency standard and who can assess, refer to the Assessment Guidelines for this Training Package.

Range Statement

Range statement

The range statement indicates the context for demonstrating competence. This statement is a guide and unless otherwise indicated, items may or may not apply as required by the work context.

- Work is carried out in accordance with company policies and procedures, licensing requirements, manufacturer's recommendations, legislative requirements, codes of practice and industrial awards and agreements. Codes of practice include the Sugar Milling Operations Industry Code of Practice.
- Typical workplace information may include work instructions, check-sheets, tally sheets, labels and codes, Materials Safety Data Sheets (MSDSs), standard forms, production schedules and manufacturer's specifications
- Typical subjects for communication include work roles, rights and responsibilities, employment conditions and entitlements, company policies and codes of practice
- Every day workplace language is used. This may include commonly used technical terms
- Communication systems reflect the culture of the workplace and the workforce
- Information may be conveyed in verbal, written and screen-based forms appropriate to the audience and the purpose of information
- Work may require the ability to work within a team environment
- Interactive communication processes include active listening, turn taking, questioning and tolerating the views of others
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Unit Sector(s)

Not applicable.