



Australian Government

TLIE1003 Participate in basic workplace communication

Release: 2

TLIE1003 Participate in basic workplace communication

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to participate effectively in basic workplace communication as an integral part of routine work in the context of the workplace concerned.

It includes communicating information about routine tasks, processes, events or skills; participating in group discussions to achieve appropriate work outcomes; and representing group views to others.

Work is performed under some supervision, generally within a team environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

Unit Sector

Rail sector.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Communicate

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Appropriate form of communication is selected and used

information about routine tasks, processes, events or skills	to meet required purpose
	1.2 Effective listening skills are used 1.3 Questions are used to gain additional information and to clarify understanding 1.4 Sources of information relevant to communication are identified 1.5 Information is selected and sequenced correctly 1.6 Verbal and written reporting is undertaken as required 1.7 Communication is undertaken in familiar and unfamiliar situations, and with familiar and unfamiliar individuals and groups
2 Participate in group discussions to achieve appropriate work outcomes	2.1 Responses are sought from, and ideas are shared with, others in the group 2.2 Constructive contributions are made in terms of the process involved 2.3 Goals or outcomes are communicated and/or recorded
3 Represent group views to others	3.1 Group views and opinions are interpreted and clarified as required 3.2 Context of, and reasons for, representing group views to others are confirmed and explained 3.3 Groups views and opinions are accurately reflected in representation to others

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work

environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIE1003A Participate in basic workplace communication.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIE1003 Participate in basic workplace communication

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant legislation and workplace procedures
- communicating and working effectively with others when completing basic work activities
- completing relevant documentation
- modifying communication activities depending on operational contingencies and environments
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures and information
- reporting and/or rectifying identified problems in communication promptly, in accordance with workplace procedures
- responding appropriately to cultural preferences in the workplace, including modes of behaviour and interactions with others.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- basic communication techniques including barriers to effective communication and how to overcome them
- basic principles of effective communication
- protocols and procedures for communicating with others using relevant workplace technology
- relevant procedures and duty of care requirements
- techniques for communicating effectively with people whose first language is not English
- techniques for communicating effectively with people whose understanding of English is limited
- typical communication problems and appropriate action and solutions.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

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