

Communications

1277 version 5

Communicate information in a specified workplace

Level: 2 Credits: 3

Entry information: Open.

Special notes

- 1 *A specified workplace* means the actual workplace in which the candidate is either employed or on work experience. Assessment must take place within this context.
- 2 All communication assessed must be in accordance with the workplace policy and procedures.
- 3 Hearing impaired people will be assessed using a sign language telephone interpreter.
- 4 This unit standard should take into account cultural differences in communication.
- 5 Legislation relevant to this unit standard may include but is not limited to the Privacy Act 1993.

Judgment statement

Verifier: The trainee has shown ability to meet the standard stated within this unit in accordance with company specifications, procedures and where appropriate manufacturer's instructions.

Assessor: Based on the evidence of the verifier and demonstrated skills and knowledge the candidate has met the criteria as specified within this unit including all range statements.

Focus: Throughout this area of assessment the candidate will need to consistently apply knowledge learned relating to: sound businesses practices, organisational business rules and legislative requirements relating to acts, codes and legislation listed above.

Element 1

Give information to clients in a specified workplace.

Range face to face, by telephone.

Performance Criteria	Candidate	Verifier/Assessor
1.1 Forms of address and identification used fit the specified workplace, situation, occasion, medium, and relationship between the participants.		
1.2 The needs of the clients are clarified, and notes are taken where information is to be passed on.		
1.3 Information given to clients is complete, and is presented in a manner which meets clients expectations.		
1.4 Feedback is sought from the client to ensure their needs are understood.		
1.5 Any confidential information is treated with discretion and in accordance with the Privacy Act 1993.		
1.6 Interaction is completed in a manner that fits the specified workplace, situation		

Element 2

Record and convey information in a specified workplace.

Performance Criteria	Candidate	Assessor
2.1 Procedures are followed for the storage and passing on of information in a specified workplace.		
2.2 Information is complete, concise, logically organised, and clear in terms of the needs of the target audience.		
2.3 Interactions fit the situation, occasion, and relationship between the participants.		

Element 3

Respond to an inquiry in a specified workplace.

Range three written and three oral responses.

Performance Criteria	Candidate	Assessor
3.1 Information provided is clear in terms of the needs of the receiver.		
3.2 The mode of communication fits the specified workplace, the subject matter, and the audience.		
3.3 Conventions of any formats used are in accordance with workplace requirements. Range for written formats conventions may include but are not limited to – spelling, punctuation, and grammar; for oral formats conventions may include but are not limited to – register, tone, language.		

Demonstrate knowledge of workplace communications requirements

Level: 1 Credits: 5

Entry information: Open.

Special notes

- 1 Hearing impaired people will be assessed using a sign language interpreter.
- 2 *Workplace terms* include vocabulary, sign language and symbols specific to that workplace.

Judgment statement

- Verifier: The trainee has shown ability to meet the standard stated within this unit in accordance with company specifications, procedures and where appropriate manufacturer's instructions.
- Assessor: Based on the evidence of the verifier and demonstrated skills and knowledge the candidate has met the criteria as specified within this unit including all range statements.
- Focus: Throughout this area of assessment the candidate will need to consistently apply knowledge learned relating to: sound businesses practices, organisational business rules and legislative requirements relating to acts, codes and legislation listed above.

Element 1

Explain workplace terms.

Range evidence of five terms is required.

Performance Criteria	Candidate	Verifier/Assessor
1.1 Explanation is accurate and consistent with workplace language, purpose, and function.		

Element 2

Use workplace modes of communication.

Range may include but is not limited to – telephone, fax machine, memo, e-mail, forms, check sheets.
Evidence of three different modes of communication.

Performance Criteria	Candidate	Assessor
2.1 Communication modes are used in accordance with established workplace procedures and manufacturer's instructions.		

Element 3

Respond to and clarify workplace instructions.

Range workplace policies, instructions – written and verbal, signs.
Evidence of three is required.

Performance Criteria	Candidate	Assessor
3.1 Instructions are clarified and summarised.		
3.2 Instructions are completed in accordance with workplace requirements.		

Element 4

Complete workplace documentation.

Range includes but is not limited to – timesheets, shift reporting, production records, leave sheets, accident and incident reporting forms, suggestions schemes.

Evidence of three is required.

Performance Criteria	Candidate	Assessor
4.1 Recorded information is accurate, complete, concise, and legible.		
4.2 Workplace information is recorded in the format and filed in the location required by workplace procedures, and within scheduled timeframe.		

Give oral instructions in the workplace

Level: 3 Credits: 3

Entry information: Open.

Special notes

- 1 Voice modulation for hearing impaired people will be demonstrated through a sign language interpreter voicing the message of the signer.
- 2 Small group means between 3-5 people.
- 3 In this unit standard *workplace* means the actual workplace in which the candidate is either employed or on work experience. Assessment must take place within this context.

Judgment statement

Verifier: The trainee has shown ability to meet the standard stated within this unit in accordance with company specifications, procedures and where appropriate manufacturer's instructions.

Assessor: Based on the evidence of the verifier and demonstrated skills and knowledge the candidate has met the criteria as specified within this unit including all range statements.

Focus: Throughout this area of assessment the candidate will need to consistently apply knowledge learned relating to: sound businesses practices, organisational business rules and legislative requirements relating to acts, codes and legislation listed above.

Element 1

Give oral instructions in the workplace.

Range audience may be one person or small group.

Performance Criteria	Candidate	Verifier/Assessor
1.1 The goal of the instruction is clearly indicated to the audience.		
1.2 The sequence of the instruction meets the needs of the audience.		
1.3 Instruction is given concisely, using language which fits the communication needs of the audience.		
Range communication needs may be affected by – verbal, non-verbal, culture, gender, number of people.		
1.4 Feedback is encouraged and used to clarify ambiguity and/or misinterpretation in a manner that meets identified needs.		
1.5 Instructions are summarised at the end in a manner which clearly identifies the main components of the instructions.		
1.6 Any visual aids and equipment used support the instruction.		
1.7 Importance of voice projection, articulation, and modulation are identified.		
1.8 Characteristics of oral instruction are identified in terms of pace, tone, environment, and audience.		
1.9 Evidence is present that the audience understands the oral instructions given.		
Range evidence may include but is not limited to – actual performance, accurate description of task, feedback during instruction.		