

Training Package	Business Services (BSB07)	HSC Requirements and Advice
Unit code	Unit title	HSC Indicative Hours
BSBCMM201A	Communicate in the workplace	15

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to communicate in the workplace. It includes gathering, conveying and receiving information together with completing routine written correspondence. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Competency field	Communication – Interpersonal Communication
Application of the unit	This unit applies to individuals who perform a range of routine workplace communication tasks using a limited range of practical skills and fundamental knowledge of effective listening, questioning and non verbal communication in a defined context under direct supervision or with limited individual responsibility.
Employability skills	This unit contains employability skills.

Evidence Guide			
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.			
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Method of assessment	Gather information for assessment
Evidence of the following is <u>essential</u> : <ul style="list-style-type: none"> • using communication methods appropriate to the audience • producing clear, concise and correct written communication • providing prompt responses to requests for information • knowledge of relevant legislation. 	Assessment <u>must</u> ensure: <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • access to office equipment and resources • examples of workplace documents, including policies and procedures relating to communication. 	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate • review of written information and ideas • demonstration of techniques • observation of presentations • review of correspondence and completed workplace forms and documentation • assessment of presentation of written information. 	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: <ul style="list-style-type: none"> • other general administration units.

Required Skills and Knowledge		HSC Requirements and Advice
This section describes the skills and knowledge <u>required</u> for this unit.		
<p>Required skills</p> <ul style="list-style-type: none"> • communication skills to request advice, to receive feedback and to work with a team • culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities • literacy skills to identify work requirements, and to understand and process basic workplace documentation • organisational skills to plan work priorities and arrangements • technology skills to select and use technology appropriate to communication tasks. 	<p>Required knowledge</p> <ul style="list-style-type: none"> • key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as: <ul style="list-style-type: none"> - anti discrimination legislation - ethical principles - codes of practice - privacy laws - occupational health and safety (OHS) • organisational policies, plans and procedures, especially style guide • spelling, grammar and punctuation. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • anti-discrimination • communication • communication equipment/methods • correspondence • cultural diversity • enquiry • feedback • nonverbal communication • verbal communication • workplace documentation • workplace information.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Gather, convey and receive information and ideas	1.1 Collect information to achieve work responsibilities from appropriate sources.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording, if used in the performance criteria, is detailed below.</p> <p>Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	<p>Learning experiences for the HSC must address:</p> <p>Importance of communication in a business services workplace/organisation.</p> <p>How to access and validate sources of information relevant to the business services industry.</p> <p>Awareness of a range of information sources to identify work responsibilities including:</p> <ul style="list-style-type: none"> • workplace/organisation manuals • manager/supervisor/team leader • colleagues and supervisor • seminars and training courses • industry association • job description • role/duty statement • roster. <p>Strategies for obtaining, understanding and clarifying instructions/procedures including:</p> <ul style="list-style-type: none"> • correct sourcing and selection of information • consultation with appropriate personnel • active listening • open and closed questions.
	1.2 Use method/s and/or <i>equipment</i> to communicate appropriate ideas and information to the audience.	<p>Communication <i>equipment</i> may include:</p> <ul style="list-style-type: none"> • facsimile machines • information technology components including hardware, software and communication packages • keyboard equipment including mouse, touchpad, keyboard • network systems • pens, pencils • telephones. 	<p>Learning experiences for the HSC must address:</p> <p>Brief overview of the communication process/cycle:</p> <ul style="list-style-type: none"> • sender • receiver • message • feedback. <p>Types of communication:</p> <ul style="list-style-type: none"> • verbal <ul style="list-style-type: none"> - face-to-face - telephone/mobile phone - answering machine/voice mail • nonverbal • written.
	1.3 Use effective listening and speaking skills in <i>verbal communication</i> .	<p><i>Verbal communication</i> may include:</p> <ul style="list-style-type: none"> • answering enquiries from clients • answering telephone calls 	

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		<ul style="list-style-type: none"> • informal discussions • requests from colleagues • use of voice mail. 	<p>The importance of communicating in language that is:</p> <ul style="list-style-type: none"> • clear • concise • purposeful • correct • courteous • culturally sensitive. <p>Effective verbal communication including:</p> <ul style="list-style-type: none"> • appropriate language • clear voice • audible volume • courteous tone • active listening • asking questions or rephrasing to clarify or confirm understanding. <p>Effective communication techniques in relation to nonverbal communication including:</p> <ul style="list-style-type: none"> • body language • personal space. <p>Effective questioning techniques:</p> <ul style="list-style-type: none"> • open • closed • reflective. <p>A working knowledge of the general features and benefits of a range of communication equipment/ methods.</p> <p>Factors affecting the selection of particular communication equipment:</p> <ul style="list-style-type: none"> • technical and operational features • access of the sender and receiver to necessary equipment • technical skills required to use the medium • required format • degree of formality required • urgency and time frames. <p>Selection and use of various communication methods/ equipment in a variety of potential and real situations in the workplace.</p>

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			<p>Features of good telephone etiquette including:</p> <ul style="list-style-type: none"> • greeting callers <ul style="list-style-type: none"> - answer call promptly - use polite greeting - identify the workplace/organisation - identify yourself using 'This is' and name - offer assistance • courteous language • friendly tone • clear articulation • audible volume • accurate relaying of messages. <p>An understanding of workplace/organisation communication procedures, systems and technology relevant to the individual's work responsibilities.</p>
	<p>1.4 Seek input from internal and external sources to develop and refine new ideas and approaches.</p>		<p>Learning experiences for the HSC must address:</p> <p>How to elicit and interpret feedback.</p> <p>An understanding of the value of sharing and updating information to:</p> <ul style="list-style-type: none"> • maintain professionalism • promote workplace/organisation products and services • meet work goals • improve customer/client service • develop positive work relations.
	<p>1.5 Respond to instructions or enquiries promptly and in accordance with organisational requirements.</p>	<p>Organisational requirements may include:</p> <ul style="list-style-type: none"> • access and equity principles and practice • business and performance plans • defined resource parameters • ethical standards • goals, objectives, plans, systems and processes • legal and organisational policies, guidelines and requirements • OHS policies, procedures and programs • quality and continuous improvement processes and standards • quality assurance and/or procedures manual. 	<p>Learning experiences for the HSC must address:</p> <p>Procedures for establishing the details of an enquiry including:</p> <ul style="list-style-type: none"> • questioning • summarising • reiterating. <p>Protocols for taking messages and sending them to the relevant person including:</p> <ul style="list-style-type: none"> • awareness of the type of information to be obtained • ensuring the accuracy of information recorded • system to record message (paper or electronic).

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<p>2 Complete workplace documentation and correspondence</p>	<p>2.1 Present <i>written information</i> and ideas in clear and concise language to ensure the intended meaning of <i>correspondence</i> is understood by recipient.</p>	<p><i>Written information</i> may include:</p> <ul style="list-style-type: none"> • briefing notes • electronic mail • facsimiles • general correspondence • handwritten and printed materials • internal memos • telephone messages. <p><i>Correspondence</i> may include:</p> <ul style="list-style-type: none"> • emails • memorandums • messages • proformas • standard/form letters. 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of the purpose and use of a range of written correspondence including:</p> <ul style="list-style-type: none"> • briefing notes • electronic mail • facsimiles • general correspondence • handwritten and printed materials • internal/external memorandums • telephone messages • proformas • forms • letters <ul style="list-style-type: none"> - acknowledgement - claim - adjustment - confirmation - enquiry - covering letter • receipts • customer/client records. <p>Written communication media including:</p> <ul style="list-style-type: none"> • paper-based • electronic. <p>The importance of the following skills in written communications:</p> <ul style="list-style-type: none"> • spelling • grammar • punctuation • proofreading and the use of standard proofreading marks. <p>Layout and features of business documents including:</p> <ul style="list-style-type: none"> • correspondence (faxes, memos, letters and emails) • database reports (customer/client records) • booking system records • sales records (forecasts and actuals) • forms (manual and electronic) • invoices (from suppliers and to debtors).

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	2.2 Draft and present correspondence within designated time lines		<p>Learning experiences for the HSC must address:</p> <p>Procedures for checking, correcting, signing and dispatching written information.</p> <p>Procedures for the processing of documents including:</p> <ul style="list-style-type: none"> • recording receipt • photocopying if required • selecting media if a reply is required, including fax, email or letter • presentation of documents including collating and binding if required • mailing • filing. <p>An understanding of mail preparation procedures.</p> <p>Workplace/organisation practices for recording, storing and exchanging written messages quickly and efficiently.</p> <p>An awareness of workplace/organisation:</p> <ul style="list-style-type: none"> • style guides for written correspondence • standard turnaround times.
	2.3 Ensure presentation of written information meets organisational <i>standards</i> of style, format and accuracy	<p><i>Standards</i> may include:</p> <ul style="list-style-type: none"> • Australian Standards • legislation • organisational policies and procedures • specified work standards • standards set by workgroup. 	
	2.4 Complete workplace forms and documentation in a clear, concise and easy to read format		
3 Communicate in a way that responds positively to individual differences	3.1 Value all individuals and treat them with respect, courtesy and sensitivity.		<p>Learning experiences for the HSC must address:</p> <p>An understanding of the concepts of:</p> <ul style="list-style-type: none"> • culture • cultural diversity • cultural awareness. <p>An understanding for the need for tolerance and respect in the workplace.</p>
3.2 Take into consideration cultural differences in all verbal and non verbal communication.			

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	<p>3.3 Use communication to develop and maintain positive relationships, mutual trust and confidence.</p>		<p>An awareness of elements of cultural diversity including:</p> <ul style="list-style-type: none"> • interpersonal relations • festivals/celebrations • family structure/obligations • language • religion • customs • social values • work ethic • communication • product preferences. <p>The importance of respecting individual differences arising from:</p> <ul style="list-style-type: none"> • culture • race • language • gender • sexuality • age • religious beliefs • customs/traditions • people with special needs. <p>Proactive strategies for promoting workplace diversity and accommodating individual differences in the workplace including:</p> <ul style="list-style-type: none"> • staff training • using a range of communication media and techniques • promoting cultural celebrations and celebrating differences • making use of an individual's differences • actively seeking to break down barriers • developing a workplace culture of empathy and tolerance. <p>Effective cross-cultural communication skills including:</p> <ul style="list-style-type: none"> • active listening • questioning techniques

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			<ul style="list-style-type: none"> • body language • appropriate speech • building rapport.
	<p>3.4 Make efforts to use basic strategies to overcome language barriers.</p>		<p>Learning experiences for the HSC must address:</p> <p>Barriers to effective communication including:</p> <ul style="list-style-type: none"> • bias and stereotyping • lack of empathy • negative subtext • gender issues • individual differences • inconsistency • emotions • physical barriers, eg noise • inattention • pressure of time. <p>A range of gestures, words and phrases that are universally understood.</p>
	<p>3.5 Ensure that behaviour is consistent with legislative requirements, enterprise guidelines and/or social protocols.</p>		<p>Learning experiences for the HSC must address:</p> <p>An understanding of the principles of and anti-discrimination and an awareness of the purpose and scope of the <i>Anti-Discrimination Act 1977</i> (NSW).</p> <p>An awareness of workplace policies and procedures designed to prevent discrimination and harassment in the workplace.</p>