

Training Package	Conservation and Land Management (RTD02), Amenity Horticulture (RTF03) and Rural Production (RTE03)	HSC Requirements and Advice
Title	Participate in workplace communications	
Unit code RTC2801A	This competency standard covers the process of effectively participating in workplace communications. It requires the ability to follow simple spoken messages, perform routine workplace duties, follow simple written notices, obtain and provide information in response to workplace requirements, complete relevant work related documents, and participate in workplace meetings and discussions. Participating in workplace communications requires an understanding of different modes of communication, basic mathematical processes, and knowledge of communication procedures and systems and technology relevant to the enterprise and the individual's work responsibilities.	HSC Indicative Hours 10

Evidence Guide

What evidence is required to demonstrate competence for this standard as a whole?

Participating in workplace communications in the workplace requires evidence that effective communications have been carried out according to the elements and performance criteria in this competency standard and according to workplace guidelines and procedures. The skills and knowledge required to participate in workplace communications must be **transferable** to a range of work environments and contexts. For example, this could include different workplaces, types of communication and work teams.

What specific knowledge is needed to achieve the performance criteria?	What specific skills are needed to achieve the performance criteria?	Are there other competency standards that could be assessed with this one?	Assessment guide	HSC Requirements and Advice
<p>Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below:</p> <ul style="list-style-type: none"> • effective communication • different modes of communication • written communication • effective communication in a work team • communication procedures and systems, and technology relevant to the enterprise and the individual's work responsibilities • OHS legislative requirements 	<p>To achieve the performance criteria, appropriate literacy and numeracy levels as well as some complimentary skills are required. These include the ability to:</p> <ul style="list-style-type: none"> • follow simple spoken messages • perform routine workplace duties following simple written notices • gather and provide information in response to workplace requirements • complete relevant work related documents • estimate, calculate and record routine workplace measures • basic mathematical processes of addition, subtraction, division and multiplication 	<p>This competency standard <u>could</u> be assessed on its own or in combination with other competencies relevant to the job function.</p>	<p>There is essential information about assessing this competency standard for consistent performance and where and how it may be assessed, in the Assessment Guidelines for this Training Package. All users of these competency standards must have access to both the Assessment Guidelines and the relevant Sector Booklet.</p>	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • active listening • appropriate language • basic mathematical processes • clarification • conditions of employment • cultural diversity • effective verbal communication • enterprise communication procedures, systems and technology • enterprise requirements • locating and storing information • meeting protocols • modes of communication • personal presentation • reporting and recording • types of meetings • types of teams

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and Codes of Practice.	<ul style="list-style-type: none"> • estimation processes • participate in workplace meetings and discussions. 			<ul style="list-style-type: none"> • verbal and non-verbal communication • workplace forms • workplace information • workplace interaction • written workplace notices and instructions.

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
1 Follow routine spoken messages	1.1 Required information is gathered by listening, and is correctly interpreted.	<p>The Range of Variables explains the context within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment requirements may depend on the work situations available.</p> <p>For more information on contexts, environment and variables for training and assessment refer to the Sector Booklet.</p> <p>What industry standards for workplace interaction may be specified?</p> <p>Courtesy requirements, discretion, confidentiality, and structured follow-up procedures.</p>	<p>Learning experiences for the HSC must address:</p> <p>Forms of communication including:</p> <ul style="list-style-type: none"> • verbal • non-verbal. <p>Effective communication techniques in relation to listening including:</p> <ul style="list-style-type: none"> • active listening • barriers to effective listening. <p>Modes of verbal communication including:</p> <ul style="list-style-type: none"> • face-to-face • telephone • answering machine • two-way radio.
	1.2 Instructions/procedures are followed in appropriate sequence for tasks and in accordance with information received.	<p>What workplace interactions may be relevant to this standard?</p> <p>Verbal discussions including face to face, telephone, electronic and two-way radio, written including electronic, memos, instructions and forms, and non-verbal including gestures, signals, signs and diagrams.</p>	<p>Learning experiences for the HSC must address:</p> <p>Industry standards for workplace interaction including:</p> <ul style="list-style-type: none"> • courtesy • discretion • confidentiality • structured follow-up procedures.
	1.3 Clarification is sought from workplace supervisor on all occasions when any instruction/procedure is not understood.	<p>Which forms of communication may be relevant?</p> <p>Face to face, telephone, written means, computers, e-mail, facsimile, 2-way radio, mobile phone, attendance at industry forums, paging systems and answering machines.</p>	<p>Learning experiences for the HSC must address:</p> <p>Clarification that may be sought through workplace interactions including:</p> <ul style="list-style-type: none"> • verbal discussions <ul style="list-style-type: none"> – face-to-face – telephone – electronic – two-way radio • written communication <ul style="list-style-type: none"> – electronic – memos – forms • non-verbal <ul style="list-style-type: none"> – gestures – signals – signs – diagrams.

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2 Perform workplace duties following routine written notices	2.1 Written workplace notices and instructions are read and interpreted correctly.	<p>What types of notices may be relevant to this unit?</p> <p>Instructions, labels, symbols, signs, tables, simple graphs, personnel information, notes, rosters, safety material, dockets with customer/client details, messages, enterprise specific data, and industry network details.</p> <p>What workplace interactions may be relevant to this standard?</p> <p>Verbal discussions including face to face, telephone, electronic and two-way radio, written including electronic, memos, instructions and forms, and non-verbal including gestures, signals, signs and diagrams.</p> <p>What personal presentation standards may be included?</p>	<p>Learning experiences for the HSC must address:</p> <p>Written workplace notices include:</p> <ul style="list-style-type: none"> • instructions • labels • symbols • signs • tables • simple graphs • personnel information • notes • rosters • safety material • dockets with customer/client details • messages • enterprise-specific data • industry network details.
	2.2 Routine written instructions/procedures are followed in sequence.	<p>Dress requirements for personal safety in the working environment, the wearing or use of personal protective equipment, personal and workplace hygiene and personal presentation for safety, e.g., the need to cover long hair or remove jewellery.</p> <p>Which forms of communication may be relevant?</p> <p>Face to face, telephone, written means, computers, e-mail, facsimile, 2-way radio, mobile phone, attendance at industry forums, paging systems and answering machines.</p>	<p>Learning experiences for the HSC must address:</p> <p>Procedures to be followed including:</p> <ul style="list-style-type: none"> • safety procedures <ul style="list-style-type: none"> – dress requirements for personal safety in the working environment • directions from supervisor • personal presentation standards <ul style="list-style-type: none"> – the wearing or use of personal protective equipment (PPE) • workplace policies.
	2.3 Clarification is sought from workplace supervisor on all occasions when any instruction/procedure is not understood.		<p>Learning experiences for the HSC must address:</p> <p>Understanding of the organisational chain of command and appropriate sources of advice.</p>
3 Obtain and provide information in response to workplace requirements	3.1 Specific, relevant information is obtained.		<p>Learning experiences for the HSC must address:</p> <p>Identification of appropriate information sources including:</p> <ul style="list-style-type: none"> • reference material • library • internet

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			<ul style="list-style-type: none"> • industry experts • colleagues. <p>Effective questioning techniques including:</p> <ul style="list-style-type: none"> • open questions • closed questions • reflective questions.
	3.2 Important information is interpreted correctly.		<p>Learning experiences for the HSC must address:</p> <p>The importance of:</p> <ul style="list-style-type: none"> • questioning and active listening • summarising and clarifying information.
	3.3 Information is written completely, accurately and legibly.	<p>What enterprise requirements may be relevant?</p> <p>Clear and concise organisation, defined procedures for storage, and accurate and legible recording.</p>	<p>Learning experiences for the HSC must address:</p> <p>Written communication including:</p> <ul style="list-style-type: none"> • e-mail • facsimiles • letters • memos • workplace forms. <p>Awareness of appropriate language for communication.</p> <p>The importance of recording information that is:</p> <ul style="list-style-type: none"> • clear and concise • direct • purposeful • accurate • legible.
	3.4 Sources of required information are identified and appropriate contact established.	<p>What other contact may be included?</p> <p>Suppliers, industry bodies, local government, regulatory bodies, trade personnel, training personnel, contractors and advisers.</p> <p>Which forms of communication may be relevant?</p> <p>Face to face, telephone, written means, computers, e-mail, facsimile, 2-way radio, mobile phone, attendance at industry forums, paging systems and answering machines.</p>	<p>Learning experiences for the HSC must address:</p> <p>Access to information through appropriate contacts including:</p> <ul style="list-style-type: none"> • suppliers • industry bodies • local government • regulatory bodies • trade personnel • contractors and advisers.

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			<p>Modes of communication including:</p> <ul style="list-style-type: none"> • face-to-face • telephone • written • e-mail • facsimile • 2-way radio • mobile phone • answering machine • paging systems. <p>An understanding of enterprise communication procedures, systems and technology relevant to the individual's work responsibilities.</p>
	<p>3.5 Personal interaction is courteous and inquiries carried out clearly and concisely.</p>	<p>How should interaction with others be conveyed?</p> <p>Efficiently, effectively, responsively, courteously and supportively, using correct forms of greeting, identification and address as required, and presenting the enterprise in a positive way.</p> <p>What industry standards for workplace interaction may be specified?</p> <p>Courtesy requirements, discretion, confidentiality, and structured follow-up procedures.</p>	<p>Learning experiences for the HSC must address:</p> <p>An understanding of appropriate workplace interactions with others including:</p> <ul style="list-style-type: none"> • being efficient, effective, responsive, courteous and supportive • using correct forms of greeting, identification and address • presenting the enterprise in a positive way • discretion • confidentiality.
	<p>3.6 Defined workplace procedures for the location and storage of information are used.</p>	<p>What forms of data storage may be included?</p> <p>Manual or computer based filing systems.</p> <p>What enterprise requirements may be relevant?</p> <p>Clear and concise organisation, defined procedures for storage, and accurate and legible recording.</p>	<p>Learning experiences for the HSC must address:</p> <p>Storage of information using manual and electronic filing systems.</p> <p>Awareness of the importance of following work procedures when locating and storing information.</p>
<p>4 Complete relevant work related documents</p>	<p>4.1 Range of forms relating to conditions of employment are completed accurately and legibly.</p>	<p>What workplace forms may be included?</p> <p>Personnel forms, telephone message forms, safety reports and work rosters.</p>	<p>Learning experiences for the HSC must address:</p> <p>Workplace forms relating to conditions of employment including:</p> <ul style="list-style-type: none"> • personnel forms

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		<p>What routine workplace measures may be included?</p> <p>Estimates and calculations of pay, leave entitlements, workplace allowances, materials usage, product characteristics (length, weight, capacity, time, temperature, stock numbers and age), product tallies, and packing and storing of stock/product.</p>	<ul style="list-style-type: none"> • work rosters • time sheets.
	<p>4.2 Workplace data is recorded on standard workplace forms and documents.</p>	<p>What are defined as basic mathematical processes?</p> <p>Addition, subtraction, multiplication and division.</p> <p>What enterprise requirements may be relevant?</p> <p>Clear and concise organisation, defined procedures for storage, and accurate and legible recording.</p>	<p>Learning experiences for the HSC must address:</p> <p>Workplace forms including:</p> <ul style="list-style-type: none"> • telephone messages • stock control • invoices/orders • safety reports. <p>Appropriate standards for writing information including:</p> <ul style="list-style-type: none"> • accuracy • legibility • language and terminology.
	<p>4.3 Basic mathematical processes are used for routine calculations.</p>		<p>Learning experiences for the HSC must address:</p> <p>The use of basic mathematical processes to perform routine calculations including estimates and calculations of:</p> <ul style="list-style-type: none"> • pay • leave entitlements • workplace allowances • materials usage • product characteristics (for example, length, weight, capacity, time, temperature, stock numbers or age) • product tallies • packing and storing of stock/product.
	<p>4.4 Errors in recording information on forms/documents are identified and rectified.</p>		
	<p>4.5 Reporting requirements to supervisor are completed according to enterprise guidelines.</p>		<p>Learning experiences for the HSC must address:</p> <p>Understanding of lines of reporting and communication with supervisors within the workplace.</p>

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
5 Participate in workplace meetings and discussions	5.1 Team meetings are attended on time.	<p>What meeting protocols may be included?</p> <p>Observing meeting convention, compliance with meeting decisions, and obeying meeting instructions.</p> <p>What industry standards for workplace interaction may be specified?</p> <p>Courtesy requirements, discretion, confidentiality, and structured follow-up procedures.</p>	<p>Learning experiences for the HSC must address:</p> <p>Meeting types including:</p> <ul style="list-style-type: none"> • formal and informal • small and large groups. <p>Types of teams based on:</p> <ul style="list-style-type: none"> • work function • level of supervision • work roster.
	5.2 Own opinions are clearly expressed and those of others are listened to without interruption.	<p>What different types of work groups and teams does this standard apply to?</p> <p>Formal and informal groups/teams, small and large groups/teams and teams based on work function, level of supervision, work rosters or other.</p> <p>What workplace interactions may be relevant to this standard?</p> <p>Verbal discussions including face to face, telephone, electronic and two-way radio, written including electronic, memos, instructions and forms, and non-verbal including gestures, signals, signs and diagrams.</p>	<p>Learning experiences for the HSC must address:</p> <p>Effective verbal communication including:</p> <ul style="list-style-type: none"> • appropriate language • clear voice • audible volume • courteous tone. <p>Effective communication techniques in relation to listening:</p> <ul style="list-style-type: none"> • active listening • barriers to effective listening.
	5.3 Meeting inputs are consistent with the meeting purpose and established protocols .	<p>What industry standards for workplace interaction may be specified?</p> <p>Courtesy requirements, discretion, confidentiality, and structured follow-up procedures.</p>	<p>Learning experiences for the HSC must address:</p> <p>Meeting purposes including:</p> <ul style="list-style-type: none"> • staff meetings • team meetings • client/customer meetings. <p>Meeting protocols including:</p> <ul style="list-style-type: none"> • observing meeting convention <ul style="list-style-type: none"> - opening meeting - meeting minutes - nominating and seconding proposals • compliance with meeting decisions • obeying meeting instructions • confidentiality.

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
	5.4 Workplace interactions are conducted in a courteous manner appropriate to cultural background and authority in the enterprise procedures.		Learning experiences for the HSC must address: An appreciation of how cultural diversity contributes to differing social values and expectations and customs. The importance of: <ul style="list-style-type: none"> • tolerating and respecting differences • adopting a sensitive approach when dealing with another's point of view • constructively raising and discussing issues. An understanding of hierarchical structures within enterprises.
	5.5 Questions about simple routine workplace procedure and matters concerning conditions of employment are asked and responded to.		
	5.6 Meeting outcomes are interpreted and implemented.		

What processes should be applied to this competency standard?

There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where

0 = not required 1 = perform the process 2 = perform and administer the process 3 = perform, administer and design the process

1. How can communication of ideas and information (1) be applied?	By discussion with supervisor and others.
2. How can information be collected, analysed and organised (1) ?	By obtaining various workplace documents and processing them accordingly.
3. How are activities planned and organised (1) ?	Participating in workplace communications requires limited planning and organising.
4. How can team work (1) be applied?	Participating in workplace communications will require participation with others in a team.
5. How can the use of mathematical ideas and techniques (1) be applied?	Mathematical ideas and techniques can be applied by calculating and recording workplace information.
6. How can problem-solving skills (1) be applied?	In emergencies or communication breakdown, technical problems may arise requiring simple solutions.
7. How can the use of technology (1) be applied?	Equipment such as calculators, computers, telephones and radios may be required to communicate and calculate.