

Unit of Competency CPCPCM2039

Carry out interactive workplace communication

Application

This unit specifies the skills and knowledge required to carry out effective communication techniques underpinning work in the plumbing and services industry.

In some jurisdictions, this unit of competency may form part of accreditation, licensing, legislative, regulatory or certification requirements.

Prerequisite Unit

Nil.

Elements and Performance Criteria

1. Plan workplace communication	1.1 Identify information and/or instructions to be communicated and received. 1.2 Identify workplace context and personnel with whom to communicate. 1.3 Identify and select suitable forms of communication and method(s) for workplace context.
2. Apply oral communication	2.1 Communicate clearly and orally using language and method consistent with workplace context and procedures. 2.2 Adjust oral communication delivery where intent of communication was not received correctly. 2.3 Confirm communication is received by recipient as intended.
3. Apply non-verbal communication	3.1 Communicate non-verbally using body language and gestures consistent with workplace context and procedures. 3.2 Adjust non-verbal communication delivery where intent of communication was not received correctly. 3.3 Use visual communication that follows accepted industry practice or social convention in accordance with workplace context and procedures. 3.4 Confirm communications are received by recipient as intended.
4. Use written communication	4.1 Identify workplace activities requiring written communication to be applied. 4.2 Read and interpret workplace information or requirements from relevant job plans and specifications, codes, Australian standards, manufacturer's specifications and jurisdictional requirements. 4.3 Identify and apply regulatory and work activity signage in accordance with workplace procedures. 4.4 Complete regulatory authorities' and workplace documentation in accordance with workplace procedures. 4.5 Record and report work activities in accordance with workplace procedures.

Foundation skills

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

Unit Mapping Information

Supersedes and is equivalent to CPCPCM2039A Carry out interactive workplace communication.

Links

Companion Volume Implementation Guide:

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad>

Assessment Requirements for CPCPCM2039

Carry out interactive workplace communication

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria for this unit by:

- communicating with others orally and non-verbally in a clear and accurate manner
- reading and interpreting workplace procedures, job instructions, job processes and equipment and operator instructions
- applying work activity signage in accordance with regulatory and workplace requirements
- completing regulatory and workplace documentation.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- types of communication
- non-verbal communication
- standardised signage
- visual signalling procedures
- types of workplace documentation
- how instructions are conveyed in the workplace
- how work schedules, charts, bulletins and memos are used
- industry-relevant technology to support oral communication
- industry terminology
- job safety analyses (JSAs) and safe work method statements (SWMSs).

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

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