Unit of Competency CPCCOM1014 Conduct workplace communication

Application

This unit of competency specifies the skills and knowledge required to communicate effectively with other workers in a construction workplace environment.

The unit includes gathering, conveying and receiving information through verbal and written forms of communication.

The unit is suitable for those with basic skills and knowledge undertaking routine work tasks under the direction of more experienced workers.

Completion of the general construction induction training program specified by the model Code of Practice for Construction Work is required for any person who is to carry out construction work. Achievement of unit CPCCWHS1001 *Prepare to work safely in the construction industry* meets this requirement.

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

Prerequisite Unit

Nil.

Elements and Performance Criteria

1. Convey and receive information and instructions.	1.1	Receive information and instructions from others using effective listening, questioning and speaking skills to confirm understanding.
	1.2	Convey information and instructions to others using effective listening, questioning and speaking skills to confirm understanding.
2. Access, interpret and present information.	2.1	Access and interpret basic information from a range of sources.
	2.2	Select and sequence information to prepare a basic written report.
	2.3	Select and sequence information to prepare and present a basic verbal report.
	2.4	Enter information into basic workplace records and documents.
3. Participate in simple meeting processes.	3.1	Describe and follow simple processes and procedures for meetings.
	3.2	Provide constructive contributions to meeting discussions.

Foundation skills

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

Unit Mapping Information

Supersedes and equivalent to CPCCCM1014 Conduct workplace communication.

Links

Companion Volume Implementation Guide:
https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

Assessment Requirements for CPCCOM1014 Conduct workplace communication

Performance Evidence

To demonstrate competency, a candidate must satisfy all the elements, performance criteria and foundation skills of this unit by:

- conveying and receiving information and instructions to and from others
- accessing, interpreting and sequencing information
- presenting information in verbal and written reports
- entering information into workplace records and documents
- participating in simple meeting processes.

All work must be performed to the standard required in the workplace.

Knowledge Evidence

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

- conveying and receiving information and instructions
- effective listening, questioning and speaking skills to confirm understanding
- accessing and interpreting basic information from a range of sources
- selecting and sequencing basic information
- preparing and presenting basic written reports
- preparing and presenting basic verbal reports
- participating effectively in simple meeting processes
- entering information into basic workplace records and documents.

Assessment Conditions

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

This unit must be assessed while undertaking workplace tasks:

- in the workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques replicate construction workplace conditions, materials, activities, responsibilities and procedures
- using realistic tasks or simulated tasks, relevant specifications and work instructions, standard work practices, safety requirements and environmental constraints.

Links

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