

**Modification history**

Release	Comments
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 5.0

FBPPPL1XX1	Communicate workplace information
<b>Application</b>	<p>This unit of competency describes the skills and knowledge required to gather, convey and receive workplace information and to interact with others at work.</p> <p>This unit applies to individuals who work under direct supervision who use basic communication skills to interact with others and follow workplace directions.</p> <p>No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>Prerequisite Unit</b>	Nil
<b>Unit Sector</b>	People, Planning and Logistics (PPL)

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Exchange verbal information	1.1 Identify information requirements according to workplace procedures 1.2 Ask questions to seek or clarify information 1.3 Apply effective listening skills to receive information 1.4 Use interactive skills to communicate effectively with others 1.5 Provide information in a timely and appropriate manner
2. Locate and use workplace information	2.1 Locate sources of workplace information to inform work tasks 2.2 Read and use information to carry out work responsibilities 2.3 Ask questions to clarify written or diagrammatic instructions
3. Complete workplace documentation	3.1 Identify forms or digital records that require completion for work operations 3.2 Complete written forms or records in line with workplace requirements 3.3 Submit or save records according to workplace procedures

<b>Foundation Skills</b>	
<i>This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.</i>	
Skill	Description
Reading	<ul style="list-style-type: none"> <li>Interpret simple work instructions</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Complete basic work records (digital or paper-based)</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Follow instructions to complete a limited set of well-defined tasks</li> <li>Follow basic communication protocols and conventions</li> </ul>
Numeracy	<ul style="list-style-type: none"> <li>Recognise basic symbols, signage and graphics to guide work tasks</li> </ul>

<b>Unit Mapping Information</b>			
Code and title current version	Code and title previous version	Comments	Equivalence status
FBPPPL1XX1 Communicate	FBPOPR1003 Communicate	Unit sector code updated	Equivalent unit

workplace information	workplace information	<p>Application of unit clarified</p> <p>Minor changes to Performance Criteria</p> <p>Foundation skills refined</p> <p>Performance Evidence clarified</p> <p>Minor changes to Assessment Conditions</p>	
-----------------------	-----------------------	--	--

<b>Links</b>	<p>Companion Volumes, including Implementation Guides, are available at VETNet:  <a href="https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4">https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4</a></p>
--------------	--

DRAFT

<b>TITLE</b>	<b>Assessment requirements for FBPPPL1XX1 Communicate workplace information</b>
<b>Performance Evidence</b>	
<p>An individual demonstrating competency in this unit must satisfy all of the elements and performance criteria of this unit.</p> <p>There must be evidence that the individual has communicated workplace information effectively, covering each of the following situations at least once:</p> <ul style="list-style-type: none"> <li>• seeking information from people in the workplace to support work roles and responsibilities</li> <li>• clarifying work requirements by using appropriate questions</li> <li>• providing information to others</li> <li>• locating and reading simple workplace instructions</li> <li>• correctly completing a workplace form or record.</li> </ul>	
<b>Knowledge Evidence</b>	
<p>An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• communication channels and forums, including consultative arrangements established in the workplace</li> <li>• common workplace and technical terms relating to work role</li> <li>• sources of information and advice relating to own job</li> <li>• methods used to access workplace information and procedures</li> <li>• interactive techniques, including active listening, questioning, seeking and responding to feedback, and interacting effectively with others</li> <li>• recognition of different methods and styles of communication</li> <li>• how workplace forms and/or records are to be completed and to what standard.</li> </ul>	
<b>Assessment Conditions</b>	
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"> <li>• physical conditions: <ul style="list-style-type: none"> <li>• a workplace or an environment that accurately represents workplace conditions</li> </ul> </li> <li>• resources, equipment and materials: <ul style="list-style-type: none"> <li>• workplace information and procedures</li> <li>• workplace forms or records (digital or paper-based)</li> </ul> </li> <li>• relationships: <ul style="list-style-type: none"> <li>• co-worker or supervisor.</li> </ul> </li> </ul> <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
<b>Links</b>	Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4">https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4</a>