Modification history

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| Release | Comments |
| Release 1 | This version released with Forest and Wood Products Training Package Training Package Version 7.0. |

| FWPCOR2XXX | Communicate and interact effectively in the workplace |
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| Application | This unit of competency describes the skills and knowledge required to communicate and interact effectively with other workers in the forest and wood products industry.  The unit applies to individuals working in a broad range of roles and operations including those engaged in forestry operations, timber processing and manufacturing, and timber merchandising.  All work must be carried out to comply with workplace procedures, according to state/territory health and safety regulations, legislation, standards and industry codes of practice that apply to the workplace.  No licencing, legislative or certification requirements apply to this unit at the time of publication. |
| Prerequisite Unit | Nil |
| Unit Sector | Forest Growing and Management (FGM)  Harvesting and Haulage (HAR)  Sawmilling and Processing (SAW)  Timber Manufactured Products (TMM)  Timber Supply (TMM)  Wood Panel Products (WPP)  Timber Truss and Frame Design and Manufacture (TMM) |

| Elements | Performance Criteria |
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| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Prepare for workplace communication | 1.1 Confirm workplace communication procedures  1.2 Identify mode of communication most relevant to task, intended audience and workplace context |
| 2. Use routine face to face communication | 2.1 Speak clearly, concisely and use language that is appropriate to the listener  2.2 Use active listening and questioning techniques to clarify instructions  2.3 Engage in and maintain verbal communication with others to assist flow of work activities  2.4 Take, confirm and pass on messages |
| 3. Use visual and aural communication | 3.1 Read and respond to workplace signs and symbols  3.2 Use and respond to hand signals  3.3 Listen and respond to aural signals |
| 4. Communicate using electronic communication equipment | 4.1 Select the most appropriate method of communication  4.2 Identify communication equipment features and control functions  4.3 Operate communication equipment safely in accordance with manufacturer instructions, workplace procedures and regulatory requirements  4.4 Acknowledge and respond to communication  4.5 Pass on communication to relevant personnel in a clear and concise manner  4.6 Identify and report faults in communication equipment |
| 5. Complete workplace forms / documents | 5.1 Select appropriate form/document  5.2 Gather information required to complete form/document  5.3 Complete form/document using appropriate format and technology to record and report information  5.4 Pass on completed form / document to appropriate person |
| 6. Take part in group discussions and informal meetings | 6.1 Participate in small informal group activities and meetings to facilitate workplace outcomes  6.2 Provide and seek responses from other group members in a constructive manner  6.3 Acknowledge and accurately represent the views and opinions of individuals or group to others, as required |
| 7. Maintain work relationships | 7.1 Communicate cooperatively and effectively with others  7.2 Share relevant workplace information with co-workers  7.3 Provide assistance to and seek assistance from co-workers to achieve work goals  7.4 Acknowledge individual, social and cultural differences  7.5 Clarify contradictions and uncertainties to ensure effective communications and productive relationships |

| Foundation Skills  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. | |
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| Skill | Description |
| Reading | * Identify and extract basic information from print and online operational manuals |
| Writing | * Use technical and enterprise specific vocabulary to accurately and legibly complete workplace forms and documents |
| Numeracy | * Use numeric information and perform basic arithmetic calculations to complete workplace forms and documents |

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| Unit Mapping Information | | | |
| Code and title current version | Code and title previous version | Comments | Equivalence status |
| FWPCOR2XXX Communicate and interact effectively in the workplace | FWPCOR2202 Communicate and interact effectively in the workplace | Updated and added new Elements and Performance Criteria  Updated and added new Knowledge and Performance Evidence  Reworded Foundation Skills and Assessment Conditions | Not equivalent |

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| Links | Companion Volumes, including Implementation Guides, are available at VETNet: <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47> |

| TITLE | Assessment requirements for FWPCOR2XXX Communicate and interact effectively in the workplace |
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| Performance Evidence | |
| An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.  There must be evidence that the individual has:   * conducted one face to face communication with a co-worker on a work related matter * applied hand or aural communication on one occasion to communicate in the workplace * used electronic communications equipment on one occasion to communicate with a co-worker on a work related matter * completed two workplace forms or documents to communicate on a work related matter * taken part in one group discussion or and meeting on a work related matter * contributed to the maintenance of effective workplace relations on one occasion. | |

| Knowledge Evidence |
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| 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:   * workplace communication procedures * basic principles of effective face to face communication * basic active listening and questioning techniques * features, control functions and operating procedures for electronic communications equipment used in the forest and wood products industry * procedures for small informal group activities and meetings in the workplace appropriate to job tasks and work site * types, formats and purposes of print and electronic workplace forms and documents appropriate to job tasks and work site * purpose, types and meanings of workplace signs and symbols appropriate to job tasks and work site * purpose, types and meanings of aural signals appropriate to job tasks and work site * purpose, types and meanings of hand signals appropriate to job tasks and work site * basic principles of effective working relationships * individual, social and cultural differences that occur in the workplace. |

| Assessment Conditions |
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| Assessment of the skills in this unit of competency must take place under the following conditions:   * physical conditions: * skills must be demonstrated in a forest and wood products industry workplace or environment that accurately represents workplace conditions * resources: * electronic communication equipment * workplace forms and documents * workplace signs and symbols * workplace aural signals * access to small informal group activity or meeting convened to consider a workplace matter * specification * access to workplace communication procedures * access to manufacturer manuals for electronic communication equipment * access to workplace guides on signs and symbols * access to workplace guides on aural and hand signals.   Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards. |

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