## Modification history

| 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 |
|---|---|
| **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.<br><br>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.<br><br>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.<br><br>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)<br>Harvesting and Haulage (HAR)<br>Sawmilling and Processing (SAW)<br>Timber Manufactured Products (TMM)<br>Timber Supply (TMM)<br>Wood Panel Products (WPP)<br>Timber Truss and Frame Design and Manufacture (TMM) |

| Elements | Performance Criteria |
|---|---|
| *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<br>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<br>2.2 Use active listening and questioning techniques to clarify instructions<br>2.3 Engage in and maintain verbal communication with others to assist flow of work activities<br>2.4 Take, confirm and pass on messages |
| 3. Use visual and aural communication | 3.1 Read and respond to workplace signs and symbols<br>3.2 Use and respond to hand signals<br>3.3 Listen and respond to aural signals |
| 4. Communicate using electronic communication equipment | 4.1 Select the most appropriate method of communication<br>4.2 Identify communication equipment features and control functions<br>4.3 Operate communication equipment safely in accordance with manufacturer instructions, workplace procedures and regulatory requirements<br>4.4 Acknowledge and respond to communication<br>4.5 Pass on communication to relevant personnel in a clear and concise manner<br>4.6 Identify and report faults in communication equipment |
| 5. Complete workplace forms / documents | 5.1 Select appropriate form/document<br>5.2 Gather information required to complete form/document<br>5.3 Complete form/document using appropriate format and technology to record and report information<br>5.4 Pass on completed form / document to appropriate person |

| Elements | Performance Criteria |
|---|---|
| *Elements describe the essential outcomes.* | *Performance criteria describe the performance needed to demonstrate achievement of the element.* |
| 6. Take part in group discussions and informal meetings | 6.1 Participate in small informal group activities and meetings to facilitate workplace outcomes<br>6.2 Provide and seek responses from other group members in a constructive manner<br>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<br>7.2 Share relevant workplace information with co-workers<br>7.3 Provide assistance to and seek assistance from co-workers to achieve work goals<br>7.4 Acknowledge individual, social and cultural differences<br>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.*

| 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 |

## 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<br><br>Updated and added new Knowledge and Performance Evidence<br><br>Reworded Foundation Skills and Assessment Conditions | Not equivalent |

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

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

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.

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