

Modification history

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 8.0.

AHCWRK2X5	Participate in workplace communications
Application	This unit of competency describes the skills and knowledge required to participate in workplace communications. The unit applies to individuals who participate in workplace communications under general supervision with limited autonomy or accountability. No licensing, legislative or certification requirements apply to this unit at the time of publication.
Prerequisite Unit	Nil
Unit Sector	Work (WRK)

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. Follow routine spoken messages	1.1 Gather required information by listening 1.2 Follow workplace instructions in an appropriate sequence for the task and according to information received 1.3 Seek clarification from supervisor where spoken instruction or procedure is not understood
2. Perform workplace duties following routine written notices	2.1 Read written notices and instructions 2.2 Follow routine written instructions and procedures in sequence 2.3 Seek clarification from supervisor when written instructions or procedures is not understood
3. Obtain information from external sources	3.1 Identify sources of required information and establish appropriate contact 3.2 Ensure personal interaction is respectful and make enquiries clearly and concisely 3.3 Use workplace procedures for the location and storage of information
4. Complete relevant work related documents	4.1 Complete forms relating to conditions of employment accurately and legibly 4.2 Record workplace data manually or electronically using standard workplace forms and documents 4.3 Use basic mathematical processes for routine calculations 4.4 Identify and rectify errors in recording information on forms and documents 4.5 Complete reporting requirements according to workplace procedures
5. Participate in workplace team meetings and discussions	5.1 Attend team meetings on time 5.2 Express own opinions clearly and listen to those of others without interruption 5.3 Participate and contribute to team meetings and discussions 5.4 Apply meeting and discussion outcomes

Commented [PM1]: Is this PC required?

AHCWRK2X5 Participate in workplace communications

Foundation Skills	
<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"> Reads and interprets workplace instructions to formulate an understanding of expected requirements and sequence of tasks
Writing	<ul style="list-style-type: none"> Prepares workplace records accurately using clear language and industry relevant terminology
Oral Communication	<ul style="list-style-type: none"> Uses clear language and standard industry terminology to clarify instructions and communicate with supervisor Participate in verbal exchanges to share knowledge and information with team members
Numeracy	<ul style="list-style-type: none"> Estimate, calculate and record routine workplace data Use basic mathematical processes of addition, subtraction, division, multiplication, percentages, decimal points and ratios

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
AHCWRK2X5 Participate in workplace communications	AHCWRK205 Participate in workplace communications	Minor changes to application Major and minor changes to performance criteria Foundation skills added Major and minor edits to performance and knowledge evidence and assessment conditions	Not equivalent

Links
Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

AHCWRK2X5 Participate in workplace communications

TITLE	Assessment requirements for AHCWRK2X5 Participate in workplace communications
Performance Evidence	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that the individual has participated in workplace communications on at least one occasion and has:</p> <ul style="list-style-type: none"> • followed routine spoken and written instructions • performed routine workplace duties following simple spoken and written instructions • completed relevant work related documents • participated in workplace meetings and discussions. 	
Knowledge Evidence	
<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"> • effective communication, including the role of body language • different modes of communication, including written, verbal and non-verbal • effective communication in a work team • workplace communication procedures and systems, and technology relevant to the workplace. 	
Assessment Conditions	
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"> • physical conditions: <ul style="list-style-type: none"> • a workplace setting or an environment that accurately represents workplace conditions • resources, equipment and materials: <ul style="list-style-type: none"> • workplace written notices, instructions and procedures • information and forms relating to conditions of employment • standard workplace forms and documents • relationships: <ul style="list-style-type: none"> • team members and supervisor. <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72