Modification history

Release	Comments
Release 1	This version released with SFI Seafood Industry Training Package Version 1.0.

SFICPL317	Facilitate effective communication in the workplace
Application	This unit of competency describes the skills and knowledge required to communicate effectively in the line of duty as a fisheries officer or fisheries inspector. The unit applies to individuals who work in a fisheries compliance monitoring role and who are required to use appropriate communication and conflict resolution skills when dealing with individuals and team members in a one-to-one situation or in meetings. No occupational licensing or certification requirements apply to this unit at the time of publication. Check with the relevant state or territory regulator for the legislative requirements that may apply to this unit.
Prerequisite Unit	Nil
Unit Sector	Compliance (CPL)

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Assess situations and adapt communication technique accordingly	1.1 Tailor verbal communication to the identified audience 1.2 Assess and respond appropriately to body language of audience 1.3 Use active listening skills and questioning techniques to clarify issues or problem areas for resolution 1.4 Select communication strategies that are appropriate to the social and personal needs of the receiver and are according to agency code of ethics and policies and procedures 1.5 Seek expert advice where required or make referrals according to agreed procedures 1.6 Identify and check contradictions, ambiguities, uncertainties or misunderstandings with a range of sources and references
2. Communicate effectively in the workplace	2.1 Apply communication techniques and skills to effectively communicate with individuals and teams according to agency code of ethics and policies and procedures 2.2 Ensure communication is clear, concise and accurate
3. Participate in meetings	3.1 Brief supervisors and other team members on the meeting's purpose and proposed items to be raised 3.2 Research and obtain documents to be used for the meeting 3.3 Prepare own contributions relevant to the purpose of the meeting and supportive of the organisation's goals and objectives 3.4 State and substantiate own position clearly and effectively
4. Use conflict resolution and negotiation skills to address issues and incidents	4.1 Maintain control and objectivity at all times in conflict situations 4.2 De-escalate situational conflict according to agency code of ethics and policies and procedures 4.3 Separate persons in conflict, where appropriate, and negotiate or impose relevant solutions 4.4 Access and use external agencies where required

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
Learning	• Identify and clarify areas of learning need
Navigate the world of work	• Identify and describe own skills, knowledge and experience within context of job role • Seek advice and feedback on current communication performance
Interact with others	• Use appropriate vocabulary, conventions and protocols, including technical language relevant to role and context • Recognise personal strengths and challenges associated with communicating, resolving conflict and negotiating outcomes effectively
Get the work done	• Take initiative for making decisions in non-routine communication situations and evaluate effectiveness

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
SFICPL317 Facilitate effective communication in the workplace	SFICOMP317A Facilitate effective communication in the workplace	Updated to meet Standards for Training Packages	Equivalent unit

Links

Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=e31d8c6b-1608-4d77-9f71-9ee749456273

TITLE	Assessment requirements for SFICPL317 Facilitate effective communication in the workplace

Performance Evidence

An individual demonstrating competency must satisfy all the elements and performance criteria of this unit. There must be evidence that the individual has facilitated effective communication in at least three day to day work compliance monitoring or workplace activities including:

- assessing a situation before responding in the appropriate manner
- interacting and communicating effectively with diverse cultures
- informing individuals and teams of situations
- responding appropriately to conflict situations.

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:

- agency codes of ethics and policy and procedures relating to effective communication
- agency policy and operational procedures regarding critical incident negotiation and conflict resolution
- barriers to effective communication in the workplace
- effective interpersonal and group communication processes
- impacts of age, gender, ethnicity, cultural connection to the natural resource, special needs groups, personality and drugs, alcohol on the communicative process
- meanings of various body language forms
- state or territory anti-discrimination legislation
- range of support agencies to assist with communication issues and incidents, and the types of services offered.

Assessment Conditions

Assessment of this unit of competency must take place under the following conditions:

- physical conditions:
  - skills must be demonstrated in a fisheries compliance monitoring setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
  - meeting documentation
- specifications:
  - access to relevant legislation, agency policies, procedures and codes relating to workplace communication and compliance monitoring
- relationships:
  - interactions with individuals and team members operating in a fisheries environment.

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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