

Modification history

Release	Comments
Release 2	This version released with ACM Animal Care and Management Training Package Version 4.0.
Release 1	This version released with ACM Animal Care and Management Training Package Version 1.0.

ACMGAS202	Participate in workplace communications
Application	<p>This unit of competency describes the skills and knowledge required to follow instructions, clarify and confirm information, complete routine workplace documents and participate in workplace meeting and discussions.</p> <p>This unit applies to new entrants to the animal care and management industry. Animal care may occur in a wide variety of workplaces, including retail pet stores, boarding/day care facilities, shelters, veterinary clinics, zoos/wildlife sanctuaries, animal research facilities and others. In this context, individuals work under general supervision and exercise limited autonomy with some accountability for their own work. They undertake defined activities and work in a structured context.</p> <p>All work must be carried out to comply with workplace procedures according to state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.</p> <p>No licensing, legislative or certification requirements are known to apply to this unit at the time of publication.</p>
Prerequisite Unit	Nil
Unit Sector	General Animal Studies (GAS)

Commented [SH1]: Stakeholder advice sought.

Should this unit be replaced with BSBCMM201 Communicate in the workplace? The elements of BSBCMM201 are:
 1 Gather, convey and receive information and ideas
 2 Complete workplace documentation and correspondence
 3 Communicate in a way that responds positively to individual differences

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 instructions	1.1 Listen to and interpret spoken instructions 1.2 Follow instructions and procedures in an appropriate sequence for the task and in accordance with the information received 1.3 Ask supervisor for clarification when required
2. Obtain and provide information in response to workplace requirements	2.1 Obtain specific information from the relevant source 2.2 Interpret key requirements of information 2.3 Provide information clearly and precisely in written or verbal format 2.4 Ensure all personal interaction is courteous, and enquiries are clear and concise 2.5 Store information following workplace procedures
3. Complete relevant work-related documents	3.1 Complete work-related documents accurately 3.2 Record workplace data on manual or electronic forms and documents 3.3 Use basic mathematical processes for routine workplace calculations 3.4 Check information on forms and documents and correct errors 3.5 Report work progress to supervisor

ACMGAS202 Participate in workplace communications

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
4. Participate in workplace meetings and discussions	4.1 Attend team meetings on time 4.2 Express opinions clearly and listen to opinions of others without interruption 4.3 Ensure input to meetings and discussions is consistent with the purpose and established protocols 4.4 Interact courteously with colleagues and clients 4.5 Ask questions about workplace procedures and issues as required 4.6 Interpret and follow outcomes of meetings and discussions in line with job role 4.7 Listen, interpret and action constructive feedback in professional and courteous manner

Foundation Skills

The language, literacy, numeracy and employment skills that are essential for performance in this unit of competency are explicit in the performance criteria.

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGAS202 Participate in workplace communications	ACMGAS202 Participate in workplace communications	Minor edits for consistency New PC4.7 and associated knowledge evidence point	Equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet: <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

ACMGAS202 Participate in workplace communications

TITLE	Assessment requirements for ACMGAS202 Participate in workplace communications
Performance Evidence	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that the individual has:</p> <ul style="list-style-type: none"> • followed routine instructions on two separate occasions • participated appropriately in one workplace meeting or discussion • accurately completed a workplace document • accurately completed routine workplace calculations • obtained and provided information in response to a specific request. 	
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"> • modes of communication appropriate in animal care workplaces • effective communication skills across a range of modes • effective communication principles for use in teams • communication procedures and systems, and technology relevant to the organisation and own work responsibilities • purpose of feedback and ways to respond. 	
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 or an environment that accurately reflects a real workplace setting • resources, equipment and materials: <ul style="list-style-type: none"> • equipment and resources appropriate to work undertaken in an animal care environment • specifications: <ul style="list-style-type: none"> • access to workplace instructions and procedures • relationships: <ul style="list-style-type: none"> • team members. <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=b75f4b23-54c9-4cc9-a5db-d3502d154103