

Modification history

Release	Comments
Release 1	This version released with FWP Forest and Wood Products Training Package Version 6.0

FWPCOR2XXX	Communicate and interact effectively in the workplace
Application	<p>This unit of competency describes the skills and knowledge required to communicate and interact effectively with others in the workplace. It includes using verbal and non-verbal communication to gather, convey, and receive information.</p> <p>The unit applies to those who participate in workplace communications with others in a forest, saw mill, wood chip mill, veneer mill, board/plywood mill, timber treatment plant, downstream processing of timber, forest products factory, forest products sales and service, horticultural, domestic, local council or an emergency services environment.</p> <p>A person communicating at this level would be expected to participate in oral exchanges and listen to and respond to instructions.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
Prerequisite Unit	Nil
Unit Sector	Core (COR) Forest Growing and Management Harvesting and Haulage Sawmilling and Processing Timber Manufactured Products Timber Merchandising Wood Panel Products Timber Truss and Frame Design and Manufacture

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. Plan and prepare for workplace communication	1.1 Identify and follow organisational requirements relevant to communicating with others in the workplace 1.2 Identify and apply modes of communication relevant to the job task 1.3 Access and use communication equipment and systems relevant to the work site 1.4 Identify and follow protocols and relevant guidelines when communicating in the workplace
2. Carry out oral communication	2.1 Interact with others using oral communication 2.2 Speak clearly and use questions to clarify information 2.3 Engage in and maintain verbal communication with others to assist with flow of work activities 2.4 Receive, confirm and accurately pass on messages 2.5 Use oral communication equipment effectively 2.6 Participate and contribute to workplace meetings, following meeting agenda
3. Carry out visual and aural communication	3.1 Read and respond to workplace signage 3.2 Use hand signals effectively, in line with organisational requirements 3.3 Listen and respond to aural signals
4. Complete written documentation	4.1 Complete workplace documents clearly, accurately, legibly and using correct terminology 4.2 Use approved forms, formats and technology, to communicate, record and report information

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
5. Maintain work relationships	5.1 Use appropriate vocabulary to communicate effectively with others 5.2 Share relevant workplace information with co-workers 5.3 Provide and seek assistance from co-workers to achieve work goals 5.4 Respect individual, social and cultural differences 5.5 Clarify contradictions and uncertainties to ensure effective communications and productive relationships

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
Oral Communication	<ul style="list-style-type: none"> Listen to specific information, ask relevant questions to confirm and accurately relay information when interacting with others in the workplace Elicit, comprehend and clarify vital information during uncertain and inconsistent oral exchanges

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	Minor Application-updated the context and who it applies to and added the expected level of performance required in the workplace Performance Criteria-included information to clarify performance Foundation skills-deleted learning and problem solving and added oral communication Performance Evidence-added frequency and corrected grammar Knowledge Evidence-added organisational protocols and guidelines for communicating and communication devices and equipment Assessment conditions-updated to stipulate mandatory conditions	Equivalent unit

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
Performance Evidence	
<p>An individual demonstrating competency in this unit must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that the individual has on at least one occasion:</p> <ul style="list-style-type: none"> • followed organisational requirements and protocols relevant to communicating effectively in the workplace • participated effectively in face-to-face verbal communications • used workplace communication equipment correctly for the intended purpose • responded to workplace signs and aural signals • used hand signals effectively • completed written documentation accurately to the standard required in the workplace • maintained effective workplace relationships. 	
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"> • organisational requirements and codes of practice relevant to communicating in the workplace • organisational protocols and guidelines for communicating • basic principles of effective written and verbal communication • communication devices and equipment • basic principles of effective working relationships • knowledge of hand signals appropriate to job tasks and work site • organisational standards for the presentation of written communication • awareness of social and cultural differences that occur in the workplace. 	
Assessment Conditions	
<p>Assessment of the skills in this unit of competency must take place under the following conditions:</p> <ul style="list-style-type: none"> • physical conditions: <ul style="list-style-type: none"> • skills must be demonstrated in the workplace or an environment that accurately represents workplace conditions • resources, equipment and materials: <ul style="list-style-type: none"> • organisational codes of practice and guidelines relevant to communicating in the workplace • workplace communication equipment • relationships: <ul style="list-style-type: none"> • relevant persons to communicate information and maintain relationships. <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=0d96fe23-5747-4c01-9d6f-3509ff8d3d47