

## APPLY COMMUNICATION SKILLS

**ISCED UNIT CODE:** 0031 441 01A

**UNIT CODE:** CT/OS/CS/BC/02/6/MA

### UNIT DESCRIPTION

This unit covers the competencies required to demonstrate communication skills. It involves applying communication channels, written, non-verbal, oral, group communication skills job entry techniques.

### ELEMENTS AND PERFORMANCE CRITERIA

| <b>ELEMENT</b><br>These describe the key outcomes that make up workplace function | <b>PERFORMANCE CRITERIA</b><br>These are assessable statements that specify the required level of performance for each of the elements.<br><i><b>Bold and italicized terms are elaborated in the Range</b></i>                                                                                                                                      |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Apply communication channels                                                   | 1.1 Specific communication channels are identified and applied based on workplace requirements.<br>1.2 Challenges are identified and addressed as per the operational standards of the organization.<br>1.3 Communication channels are evaluated to meet workplace needs.                                                                           |
| 2. Apply written communication skills                                             | 2.1 Types of written communication are identified and applied according to the workplace requirements.<br>2.2 Written communication needs are identified and implemented according to workplace procedures.<br>2.3 Written communication guidelines are analyzed, evaluated, and revised based on workplace needs.                                  |
| 3. Apply non-verbal communication skills                                          | 3.1 Existing non-verbal communication techniques are identified and applied based on organization policy.<br>3.2 Non-verbal communication techniques are articulated to enhance inclusivity according to workplace requirements.<br>3.3 Non-verbal communication techniques are modeled to enhance inclusivity according to workplace requirements. |
| 4. Apply oral communication skills                                                | 4.1 Types of oral communication are identified and established as per organization policy.<br>4.2 Pathways of oral communication are identified and established as per organization policy.<br>4.3 Pathways of oral communication are reviewed according to organization procedures.                                                                |

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|                                                                                   | 4.4 Pathways of oral communication are maintained according to the organization standards.                                                                                                                                                                                                                                                                                                                           |
| 5. Apply group communication skills                                               | 5.1 Group communication strategies are applied based on the workplace needs.<br>5.2 Groups are organized in accordance with workplace procedures.<br>5.3 Effective questioning, listening and non-verbal communication techniques are used as per needs.<br>5.4 Group communication challenges are identified and addressed according to the workplace needs.                                                        |
| 6. Apply job entry techniques                                                     | <i><b>6.1 Job opportunities</b></i> are sought based on competencies.<br><i><b>6.2</b></i> A winning resume/CV is developed as per job advertisement.<br><i><b>6.3</b></i> An application/cover letter is developed based on the job advertisement.<br><i><b>6.4 certificates and testimonials</b></i> are organized as per resume.<br><i><b>6.5 Interview skills</b></i> are demonstrated as per job advertisement. |

## RANGE

This section provides the work environment and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

| <b>Variable</b>                                                 | <b>Range</b>                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Communication strategies may include but are not limited to: | <ul style="list-style-type: none"> <li>● Language switch</li> <li>● Comprehension check</li> <li>● Repetition</li> <li>● Asking confirmation</li> <li>● Paraphrasing</li> <li>● Clarification request</li> <li>● Translation</li> <li>● Restructuring</li> <li>● Generalization</li> </ul>                                                                              |
| 2. Effective group interaction may include but not limited to:  | <ul style="list-style-type: none"> <li>● Identifying and evaluating what is occurring within an interaction in a non-judgmental way.</li> <li>● Using active listening.</li> <li>● Making decision about appropriate words, behavior.</li> <li>● Putting together response which is culturally appropriate.</li> <li>● Expressing an individual perspective.</li> </ul> |

| Variable                                          | Range                                                                                                                                                                                       |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                   | <ul style="list-style-type: none"> <li>Expressing own philosophy, ideology and background and exploring impact with relevance to communication</li> </ul>                                   |
| 3. Situations may include but are not limited to: | <ul style="list-style-type: none"> <li>Establishing rapport</li> <li>Eliciting facts and information</li> <li>Facilitating resolution of issues</li> <li>Developing action plans</li> </ul> |

## REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

### Required Skills

The individual needs to demonstrate the following skills:

- Active listening
- Interpretation
- Negotiation
- Writing
- Oral skills
- Creative thinking
- Critical thinking
- Decision making
- Analytical
- Innovation
- Conflict skills
- Leadership
- Problem solving skills
- Management
- Organizational
- Teamwork

### Required Knowledge

The individual needs to demonstrate knowledge of:

- |                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                      |
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| <ul style="list-style-type: none"> <li>• Communication process</li> <li>• Dynamics of groups</li> <li>• Styles of group leadership</li> <li>• Key elements of communications strategy</li> <li>• Principles of effective communication</li> <li>• Turn-taking techniques</li> <li>• Conflict resolution techniques</li> <li>• Work planning</li> </ul> | <ul style="list-style-type: none"> <li>• Work organization</li> <li>• Company policies</li> <li>• Company operations and procedure standards</li> <li>• Fundamental rights at the workplace</li> <li>• Personal hygiene</li> <li>• Accountability</li> <li>• Workplace problems and how to deal with them</li> </ul> |
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## EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge, and range.

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|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Critical aspects of Competency.     | <p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Identified and applied specific communication channels based on workplace requirements.</li> <li>1.2 Identified and applied specific written communication correspondence according to the workplace requirements.</li> <li>1.3 Applied and developed non-verbal strategies to communicate in all areas of the workplace requirements.</li> <li>1.4 Established pathways of oral communication as per workplace policy.</li> <li>1.5 Applied group communication strategies based on workplace needs.</li> <li>1.6 Searched for job opportunity based on competencies.</li> <li>1.7 Prepared job requirement documentations based on job opportunity.</li> <li>1.8 Demonstrated interview skills based on the job opportunity.</li> </ul> |
| 2. Resource Implications               | <p>The following resources should be provided:</p> <ul style="list-style-type: none"> <li>2.1 Access to relevant workplace where assessment can take place.</li> <li>2.2 Appropriately simulated environment where assessment can take place.</li> <li>2.3 Resources relevant to the proposed activity or tasks.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 3. Methods of Assessment               | <p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> <li>3.1 Observation</li> <li>3.2 Oral assessment</li> <li>3.3 Portfolio of evidence</li> <li>3.4 Interviews</li> <li>3.5 Third party report</li> <li>3.6 Written assessment</li> <li>3.7 Practical assessment</li> <li>3.8 Projects</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 4. Context of Assessment               | <p>Competency may be assessed:</p> <ul style="list-style-type: none"> <li>4.1 On-the-job</li> <li>4.2 In a simulated work environment</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 5. Guidance information for assessment | <ul style="list-style-type: none"> <li>5.1 Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |