

<b>Training Package</b>	<b>Business Services (BSB01)</b>	<b>HSC Requirements and Advice</b>
<b>Title</b>	<b>Communicate in the workplace</b>	
<b>Unit code</b> <b>BSBCMN203A</b>	<p><b>Unit Descriptor</b></p> <p>This unit covers the skills and knowledge required to communicate in the workplace. It covers the activities of gathering, conveying and receiving information together with completing routine written correspondence.</p> <p>This unit is related to BSBCMN103A Apply basic communication skills and BSBFLM303A Contribute to effective workplace relationships.</p> <p><b>Competency Field</b> Common</p>	<b>HSC Indicative Hours</b>  <b>15</b>

<b>Evidence Guide</b>			
The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.			
<b>Underpinning knowledge*</b>	<b>Underpinning skills</b>	<b>Resource implications</b>	<b>HSC Requirements and Advice</b>
<p>* At this level the learner must demonstrate basic operational knowledge in a moderate range of areas.</p> <ul style="list-style-type: none"> <li>The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination</li> <li>Knowledge of the organisation's policies, plans and procedures, especially style guide</li> <li>Knowledge of and attention to standard turnaround times</li> <li>Knowledge of spelling, grammar and punctuation</li> <li>Principles of effective communication in relation to listening, questioning and non-verbal communication.</li> </ul>	<ul style="list-style-type: none"> <li>Literacy skills to identify work requirements and understand and process basic, relevant workplace documentation</li> <li>Communication skills to request advice, receive feedback and work with a team</li> <li>Planning skills to organise work priorities and arrangements</li> <li>Problem solving skills to solve routine problems</li> <li>Technology skills including the ability to select and use technology appropriate to a task</li> <li>Reading skills sufficient to understand basic workplace documentation</li> <li>Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities.</li> </ul>	The learner and trainer should have access to appropriate documentation and resources normally used in the workplace.	<p><b>Key Terms and Concepts</b></p> <ul style="list-style-type: none"> <li>access and validate sources of information</li> <li>active listening</li> <li>business documents</li> <li>communication method/equipment</li> <li>communication procedures, systems and technology</li> <li>communication process</li> <li>communication skills</li> <li>correspondence</li> <li>designated timelines</li> <li>disseminating information</li> <li>information sources</li> <li>mail preparation procedures</li> <li>non-verbal communication</li> <li>organisational requirements</li> </ul>