

# Unit of Competency CPCCOM1014

## Conduct workplace communication

### Application

This unit of competency specifies the skills and knowledge required to communicate effectively with other workers in a construction workplace environment.

The unit is suitable for those with basic skills and knowledge undertaking routine work tasks under the direction of more experienced workers.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### Prerequisite Unit

CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.

### Elements and Performance Criteria

1. Gather, convey and receive information.	1.1 Gather, receive and respond to spoken and written instructions. 1.2 Convey instructions fully and accurately. 1.3 Interpret and respond appropriately to work health and safety (WHS) and other work signage. 1.4 Interpret information and confirm message content. 1.5 Use questions to gather additional information and to clarify understanding.
2. Use routine communication techniques.	2.1 Receive and follow routine instructions and messages. 2.2 Communicate with others to carry out workplace procedures to organisational requirements. 2.3 Access and interpret information from a range of sources using a variety of communication modes. 2.4 Select and sequence information to prepare and present spoken and written reports.
3. Use visual communication techniques.	3.1 Use visual communication following industry practice and social conventions. 3.2 Obtain and acknowledge attention of communicating parties. 3.3 Clarify the intention of visual communication at each step. 3.4 Question visual communication that is unclear or ambiguous. 3.5 Follow up instances of unclear visual communication to avoid further issues.
4. Participate in simple meeting processes	4.1 Determine and follow required processes and procedures for meetings. 4.2 Seek responses and respond to others in the group. 4.3 Provide constructive contributions to meeting discussions. 4.4 Record meeting goals and outcomes.

### Foundation skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Unit Mapping Information

Supersedes and is equivalent to CPCCCM1014A Conduct workplace communication.

## Links

Companion Volume Implementation Guide:

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad>

# Assessment Requirements for CPCCOM1014 Conduct workplace communication

## Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by, on a construction site:

- gathering, conveying and receiving information on three separate occasions
- using routine communication techniques on three separate occasions
- using visual communication techniques on three separate occasions
- participating in simple meeting processes on three separate occasions.

## Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- techniques for:
  - gathering, conveying and receiving information
  - conveying instructions accurately
  - interpreting and responding to work and safety signage
  - using questioning to gather additional information and clarify understanding
  - receiving and following routine instructions
  - communicating with others to carry out workplace procedures
  - accessing and interpreting information from a range of sources using a variety of communication modes
  - selecting and sequencing information
  - preparing and presenting spoken and written reports
  - visual communication techniques
  - participating effectively in simple meeting processes.

## Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions and standards, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

## Links

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