

Application for RPL for FNSICGEN301B Communicate in the workplace

YOUR DETAILS

STUDENT NAME:	
ENROLMENT NUMBER (ACCOUNT ID)	

Complete the following table and attach the evidence.

ELEMENTS OF COMPETENCY

ELEMENT	PERFORMANCE CRITERIA	EVIDENCE OF COMPETENCY	EVIDENCE SUFFICIENT <i>(Office use only)</i>
1. USE A RANGE OF TECHNIQUES TO GAIN WORKPLACE INFORMATION	1.1 Instructions are followed and, where necessary, questions are asked to clarify what is required		
	1.2 Information is accessed from record systems and used according to instructions		
	1.3 Organisational procedures and policies related to workplace information are understood and implemented appropriately		
	1.4 Information is acquired and used appropriately for its purpose		
	1.5 Information is received orally using effective telephone techniques where necessary		
	1.6 Clarification is sought from		

	appropriate personnel , as required		
2. COMMUNICATE INFORMATION TO OTHERS USING A RANGE OF TECHNIQUES	2.1 Clear speech and language appropriate to the audience are used when communicating information		
	2.2 Information is accurately conveyed		
	2.3 Understanding of information is confirmed		
	2.4 Contributions are made to team discussions and informal meetings		
	2.5 Routine correspondence is prepared following industry and organisation standards		
	2.6 Numbers are used to carry out calculations as required		
3. INTERACT WITH	3.1 Effective verbal		

OTHERS TO ACHIEVE WORKPLACE OUTCOMES	and non-verbal communication techniques are used to convey messages and information		
	3.2 Communication with people from diverse backgrounds is based on respect and sensitivity		
	3.3 Own role in achieving workplace outcome is defined		
	Cooperation and negotiation skills are used to fulfil workplace requirements and solve problems		
	3.5 Constructive contributions are made to group decision making processes		
4. RECORD WORKPLACE INFORMATION AS REQUIRED	4.1 Workplace forms and documents are completed, either manually or electronically, in a clear, concise and easy to read format		
	4.2 Workplace records are kept up-to-date		

