

## Unit mapping

**KQ: Knowledge questions**

**KQ**

**PA**

**PA: Practical assessment – Task (T), Workplace Skills (WS)**

### Elements and performance criteria

#### E 1 Prepare for conversation

PC 1.1	Identify conversational requirements	Q 1.1 Q 1.2 Q 1.3 Q 1.4a Q 1.4b	T 1a-g
PC 1.2	Identify, gather and develop materials required for the conversation according to organisational policies and procedures	Q 1.5 Q 1.6 Q 1.7 Q 1.8	T 2a-d T 4a-d T 4g T 4j WS 1
PC 1.3	Organise the logistics and stakeholders required for the conversation	Q 1.9 Q 1.10a Q 1.10b Q 1.10c	T 3a-i T 4h T 4i T 5a T 5b
PC 1.4	Seek feedback from relevant personnel on conversational content	Q 1.11	T 4e
PC 1.5	Review conversational content and make changes according to feedback received	Q 1.12 Q 1.13	T 4e T 4f
PC 1.6	Select delivery style according to conversational context and stakeholder requirements	Q 1.14 Q 1.15 Q 1.16	T 4a

#### E 2 Facilitate difficult conversation

PC 2.1	Undertake conversation with relevant stakeholders	Q 2.1a Q 2.1b Q 2.1c Q 2.2 Q 2.3a Q 2.3b Q 2.4 Q 2.5	T 6a-t
PC 2.2	Provide opportunity for stakeholder input	Q 2.6 Q 2.7 Q 2.8	T 6g T 6j T 6l T 6n T 6r T 6s
PC 2.3	Confirm relevant stakeholders understand conversation and outcomes	Q 2.9	T 6n T 6r
PC 2.4	Document relevant points of conversation	Q 2.10a Q 2.10b	T 6p

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PC 2.5	Refer stakeholders to relevant support services, as required	Q 2.11a Q 2.11b Q 2.12	T 6s T 6t
<b>E 3 Follow up and review conversation</b>			
PC 3.1	Evaluate own effectiveness in the conversation	Q 3.1a Q 3.1b	T 7a T 7b T 7d T 7f T 7i T 7j
PC 3.2	Seek and respond to feedback from relevant personnel on personal performance	Q 3.2a Q 3.2b Q 3.3 Q 3.4 Q 3.5	T 7c T 7e T 7g-j
PC 3.3	Identify areas of improvement for undertaking difficult conversations according to feedback received	Q 3.6a Q 3.6b	T 7j T 7k

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KE 1	Legislation, standards and codes of practice relating to workplace communication	Q 1.8 Q 2.9
KE 2	Workplace policies and procedures relevant to communication	Q 1.8 Q 2.5 Q 2.9 Q 2.12
KE 3	Communication styles	Q 1.14 Q 1.15 Q 2.1a Q 2.1b Q 2.1c Q 2.2 Q 2.3a Q 2.3b Q 2.4 Q 2.5
KE 4	Delivery styles, tones and techniques of communication, including:	Q 1.14 Q 1.15 Q 1.16 Q 2.7
	▪ verbal and non-verbal communication	Q 2.1a Q 2.1b Q 2.1c Q 2.3a Q 2.4 Q 2.5 Q 2.6 Q 2.8 Q 2.9 Q 2.10a Q 2.10b Q 3.3 Q 3.4 Q 3.5
	▪ conviction and empathy	Q 2.1a Q 2.1b Q 2.1c Q 2.3 Q 2.4
KE 5	Common support services	Q 2.11a Q 2.11b Q 2.12

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**Performance evidence**

PE 1	Lead at least two difficult conversations in the workplace	T 1a-g T 2a-d T 3a-i T 4a-j T 5a T 5b T 6a-t
PE 2	In the course of the above PE 1, the candidate must: <ul style="list-style-type: none"><li>▪ adapt delivery style and tone according to the mood of the conversation</li></ul>	T 6i
PE 3	In the course of the above PE 1, the candidate must: <ul style="list-style-type: none"><li>▪ understand and react to relevant personnel using conviction and empathy</li></ul>	T 6c T 6g T 6h T 6k-m

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FS 1	Reading <ul style="list-style-type: none"> <li>Reviews and analyses documents to identify information relevant to a specific conversation</li> </ul>	Q 1.8	T 2a-c
FS 2	Writing <ul style="list-style-type: none"> <li>Develops material to convey ideas and information to target audience in an engaging way</li> </ul>	Q1.6	T 4b-f T 6d
FS 3	Oral Communication <ul style="list-style-type: none"> <li>Presents information using words and non-verbal features appropriate to the audience and context</li> </ul>		T 6a T 6b T 6d-f T 6i T 6k
FS 4	Planning and organising <ul style="list-style-type: none"> <li>Takes responsibility for planning, sequencing and prioritising tasks and own workload to achieve outcomes</li> </ul>		WS 3
FS 5	Initiative and enterprise <ul style="list-style-type: none"> <li>Demonstrates sophisticated control over oral, visual and written formats, drawing on a range of communication practices to achieve goals</li> </ul>		T 4a-d T 4f T 6a-n T 6r WS 2
FS 6	Technology <ul style="list-style-type: none"> <li>Uses the main features and functions of digital tools to complete work tasks</li> </ul>		T 4i T 5b T 6q
FS 7	Problem solving <ul style="list-style-type: none"> <li>Recognises the need to alter personal communication style in response to the needs and expectations of others</li> </ul>	Q 1.16	WS 2
	<ul style="list-style-type: none"> <li>Interprets audience reactions and changes words and non-verbal features accordingly</li> </ul>		T 6i
	<ul style="list-style-type: none"> <li>Uses feedback from others, and analytical and lateral thinking to review current practices and develop new ideas</li> </ul>	Q 1.14 Q 3.1a Q 3.1b Q 3.2a Q 3.2b	T 7a-k