



CATAPULT

BSBCMM201

Communicate in the workplace

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBCMM201.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/BSBCMM201/>

Trainer/assessor guide

BSBCMM201 Communicate in the workplace

Welcome to this unit of study

This unit describes the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence.

It applies to individuals who perform a range of routine workplace communication tasks using a limited range of practical skills and fundamental knowledge of effective listening, questioning and non-verbal communication in a defined context under direct supervision or with limited individual responsibility.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Gather, convey and receive information and ideas	5
Collect information	5
Communication methods	7
Communication skills	16
External and internal input.....	23
Instructions.....	24
Check your understanding	27
Topic 2: Complete workplace documentation and correspondence.....	29
Document presentation.....	29
Drafts.....	33
Completion of documentation.....	39
Check your understanding	41
Topic 3: Communicate in a way that responds positively to individual differences	43
Respecting diversity.....	43
Cultural differences	46
Relationships	51
Language barriers.....	52
Legislation.....	54
Check your understanding	57
References.....	59
Assessment workbook	61
Unit information	63
What is competency-based assessment?.....	64
How will my competency be assessed?.....	65
Assessment agreement	66
Foundation skills checklist.....	67
Skills recognition.....	68
Topic 1: Gather, convey and receive information and ideas	69
Topic 2: Complete workplace documentation and correspondence	70
Topic 3: Communicate in a way that responds positively to individual differences	71
Knowledge questions	72
Topic 1: Gather, convey and receive information and ideas	73
Topic 2: Complete workplace documentation and correspondence	80
Topic 3: Communicate in a way that responds positively to individual differences	84
Performance tasks.....	90
Third party evidence collection agreement	91
Topic 1: Gather, convey and receive information and ideas	92
Topic 2: Complete workplace documentation and correspondence.....	97
Topic 3: Communicate in a way that responds positively to individual differences	98

Completion record.....	100
Unit mapping.....	101
Trainer/ assessor user instructions.....	103

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Gather, convey and receive information and ideas
- » Complete workplace documentation and correspondence
- » Communicate in a way that responds positively to individual differences

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.