

# BSBXCM301

**Engage in workplace communication** 

## **Table of Contents (Extract)**

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

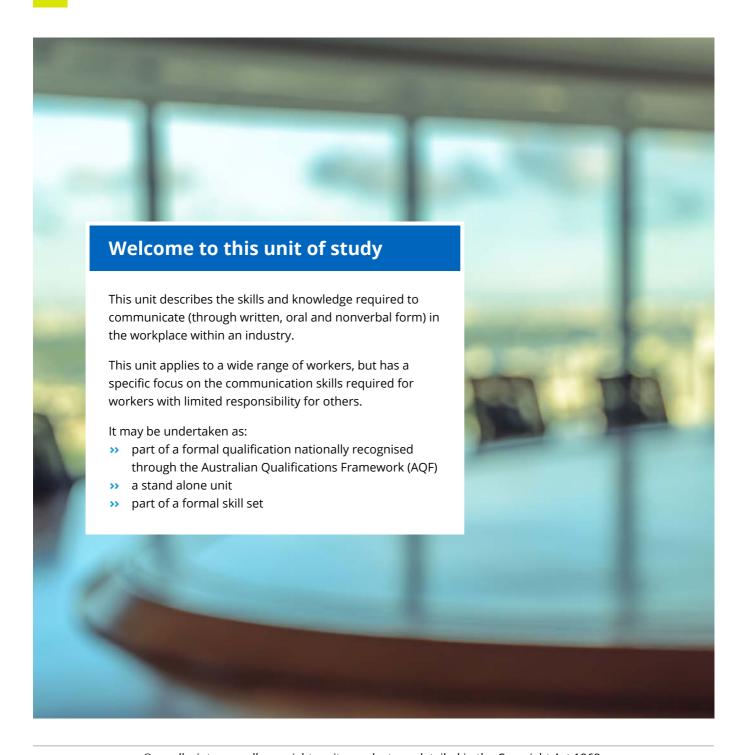
This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBXCM301.

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/BSBXCM301/

# Trainer/assessor guide

# BSBXCM301 Engage in workplace communication



## Contents

٩b	out this trainer/assessor guide	4
Lea	arning resource	5
	Topic 1: Plan workplace communication	5
	Establish audience and purpose of workplace communication	5
	Identify information needs and communication requirements of intended recipients	7
	Establish appropriate methods of communication	9
	Select appropriate method(s) of communication	.10
	Plan content	. 12
	Check your understanding	. 13
	Topic 2: Undertake routine communication	. 15
	Communicate according to organisational requirements and in a manner that is respectful and clear	. 15
	Communicate effectively with people from diverse backgrounds	. 18
	Interpret and clarify information and instructions	
	Respond to communications	
	Identify and report any communication challenges to appropriate person	
	Check your understanding	
	Topic 3: Participate in workplace communication	
	Clearly contribute ideas and information to workplace discussions	
	Support others through courteous and professional behaviour	
	Use active listening and questioning techniques to clarify issues	
	Seek feedback from others on effectiveness of communication	
	Check your understanding	
	Topic 4: Additional learning	
	Legislative requirements relevant to workplace communication	
	Organisational requirements relevant to workplace communication	
	Key, relevant features of different communication styles	
	References	. 46
As:	sessment workbook	. 47
	Unit information	. 49
	What is competency-based assessment?	. 50
	How will my competency be assessed?	
	Assessment agreement	
	Foundation skills checklist	. 53
Ski	lls recognition	. 54
	Topic 1: Plan workplace communication	. 55
	Topic 2: Undertake routine communication	. 56
	Topic 3: Participate in workplace communication	. 57
Kn	owledge questions	. 58
	Topic 1: Plan workplace communication	. 59
	Topic 2: Undertake routine communication	. 64
	Topic 3: Participate in workplace communication	
	Topic 4: Specific knowledge evidence	. 73

Performance tasks	76
Third party evidence collection agreement	77
Topic 1: Plan workplace communication	78
Topic 2: Undertake routine communication	80
Topic 3: Participate in workplace communication	82
Completion record	
Unit mapping	
Trainer/ assessor user instructions	

## About this trainer/assessor guide

## **Learning resource**

The learning resource is divided into the following topics:

- >> Plan workplace communication
- >> Undertake routine communication
- >> Participate in workplace communication
- >> Additional learning

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.