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Section 1: Meeting VET sector requirements

Training organisations have a range of requirements that they must meet in developing and implementing quality training and assessment strategies and practices for course programs. As a trainer, you also have a range of requirements that must be considered when implementing programs for your specific group of learners.

1.1 How Aspire's resources assist in meeting requirements

The following section outlines a range of VET sector requirements and how Aspire's resources may assist you and your training organisation in implementing a quality learning experience.

VET sector requirement	Aspire's approach
Australian Qualifications Framework The Australian Qualifications Framework is the national policy for regulated qualifications in the Australian education and training system. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. You and your training organisation must be aware of the requirements of the relevant AQF qualification or course requirements, from the endorsed training package, as you implement course delivery.	Aspire's learning resources, practice tasks and learning checkpoints have been pitched at a level suitable for the unit of competency and the qualifications for which it is relevant, based on the specifications in the Australian Qualifications Framework (AQF) (Second edition, January 2013). For more information regarding these specifications, and to download the Australian Qualifications Framework, visit the AQF website at: www.aqf.edu.au.
Volume of learning When developing training and assessment strategies for this unit and the qualification for which it is relevant, you and your training organisation must take into account the volume of learning requirements as defined by the Australian Qualifications Framework. An explanation of volume of learning can be accessed at: www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-Learning-Explanation.pdf	The sample delivery plans provided in section 3.2 include suggested time allocations. You may need to adjust these allocations when planning delivery in the context of a whole qualification to meet volume of learning requirements and learner needs.

Section 2: Unit of competency information

2.1 Unit of competency

BSBCMM101 Apply basic communication skills
Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to develop basic communication skills in the workplace in particular gathering, conveying and receiving information together with completing assigned written information.

It applies to individuals working under direct supervision who are developing basic skills and knowledge of workplace communication in preparation for working in a broad range of settings.

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

Unit Sector

Communication – Interpersonal Communication

Elements and Performance Criteria

Element	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*

2.2 Unit of competency assessment requirements

Assessment Requirements for BSBCMM101 Apply basic communication skills

Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence	Evidence of the ability to: • gather information about procedures, methods and equipment requirements for workplace communication, with the assistance of others • use appropriate verbal and non-verbal skills to seek and convey information in face-to-face situations • draft routine written documents within designated timeframes and check that the documents meet organisational requirements. Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.
Knowledge Evidence	To complete the unit requirements safely and effectively, the individual must: • outline organisational policies, plans and procedures related to the organisation's standards or protocols for workplace communication • describe different communication styles.
Assessment Conditions	Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced by individuals using interpersonal communication skills in the workplace and include access to: • office equipment • business resources • workplace policies and procedures relating to communication • case studies and, where possible, real situations • interaction with others. Assessors must satisfy NVR/AQTF assessor requirements.
Links	Companion volumes available from the IBSA website: http://www.ibsa.org.au/companion_volumes - http://www.ibsa.org.au/companion_volumes

3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBCMM101 Apply basic communication skills*. These plans, including the time allocations, are suggestions only. You may need to add to them, change them or substitute your own activities according to the interest level, experience of the learners and the specific situation. Remember, it is your responsibility as the trainer to use the most appropriate strategies for your learners.

The delivery plans have been developed for use in a face-to-face delivery environment. However, certain features of the delivery plans can be adapted to be used for individual/online learners, particularly for those parts of the learning content that necessitate some form of group interaction or communication.

Topic 1: Identify workplace communication procedures	
Suggested time allocation: 8 hours **Suggested resources**: • Recommended reading • Slide presentation software	**Slide nos**: 2–11
Recommended reading	**Terminology checklist**
Aspire learner guide *BSBCMM101 Apply basic communication skills*, Release 1 Topic 1: Identify workplace communication procedures	• Nonverbal communication • SMS • Anti-discrimination legislation • Privacy laws • WHS • Privacy and confidentiality • Templates • Lines of communication • PA Formal communication
Suggested training strategies	

- Commence facilitation of this unit of competency by introducing learners to the Aspire learner guide for *BSBCMM101 Apply basic communication skills.* You may wish to discuss recognition of prior learning processes with learners at this stage.

- Discuss with learners the importance of identifying the foundation skills that they develop as they progress through this unit. The preliminary pages of the learner guide include useful information regarding the foundation skills relevant for this unit.

- Encourage learners to develop a personal glossary to record any terms that are new to them. They should record a definition and use the term in the correct context. The personal glossary could be included in a portfolio of evidence for assessment.

- Encourage learners to maintain a learning journal as they undertake this unit of study. They should use the learning journal to record their workplace experience, their reflections on their learning, feedback they receive from trainers, supervisors, clients and their more experienced colleagues and their self-assessment of their performance in the workplace. Advise learners whether their learning journal could form a component of their assessment in this unit. The journal could be used when undertaking practical workplace activities, but may also be used for all knowledge and skill

3.3 Learning mapping

BSBCMM101 Apply basic communication skills, Release 1

Unit of competency		Content		Practice tasks	Learning checkpoint
Element 1: Identify workplace communication procedures					
1.1	Identify organisational communication requirements and workplace procedures with assistance from appropriate people	1A	Identify workplace communication procedures	1	LC 1: Part A Part B
1.2	Identify appropriate lines of communication with supervisors and colleagues	1B	Identify appropriate lines of communication in the workplace	2	LC 1: Part C 1, 2, 3
1.3	Seek advice on the communication method/equipment most appropriate for the task	1C	Get advice on the best way to communicate	3	LC 1: Part D 1–5
Element 2: Communicate in the workplace					
2.1	Use effective questioning, and active listening and speaking skills to gather and convey information	2A	Ask, listen and speak to gather information	4	LC 2: Part A Part B Part C
2.2	Use appropriate non-verbal behaviour at all times	2B	Use suitable nonverbal communication	5	LC 2: Part D 1, 2, 3
2.3	Encourage, acknowledge and act upon constructive feedback	2C	Ask for feedback and use it to improve your work	6	LC 2: Part E 1, 2, 3, 4
Element 3: Draft written information					

Final assessment tasks and recommended options

The final assessment provided in Aspire's print learner guide or online resource includes an overview that is laid out as follows (or similar):

To demonstrate your competency using this final assessment you must successfully complete three assessment tasks.

Complete the following task	Part A – Questioning You will demonstrate a sound knowledge of the unit requirements in your responses.
Select and complete one of the following	Part B – Project: Applying basic communication skills at BizOps Enterprises You will demonstrate your skills and knowledge by completing a project using a case study or simulated environment. OR Part C – Project: Applying basic communication skills at work You will demonstrate your skills and knowledge by completing a project in your workplace.
Select and complete one of the following	Part D – Observation Your work performance will be documented while being observed by an assessor. OR Part E – Third-party report Your work performance will be documented using a third-party report completed by a relevant supervisor.

Negotiating assessment tasks

It is critical that candidates understand the assessment tasks and expectations of their performance, as well as any options that may be available. Aspire's learner guides include a range of options for assessment (as outlined), depending on the unit being assessed and the characteristics of the candidate.

For example, a candidate completing assessment in a workplace (their own or via a work placement) may rely on a third-party report assessment. However, candidates completing assessment after a workshop-based program may require assessor observations in a simulated workplace task.

Candidates may also typically have the option of a verbal interview with their assessor or a written assessment (written questions) to demonstrate their knowledge of the unit being assessed. It should be noted that, even where only a written assessment option is provided, assessors may undertake this assessment in a verbal interview mode if suitable for the unit content, as a reasonable adjustment strategy.

4.3 Assessment mapping

BSBCMM101 Apply basic communication skills, Release 1

Unit of competency	Part A – Questioning	Part B – Project: Scenario	Part C – Project: At work	Part D – Observation	Part E – Third-party report
Element 1: Identify workplace communication procedures					
1.1 Identify organisational communication requirements and workplace procedures with assistance from appropriate people		P1	P1		
1.2 Identify appropriate lines of communication with supervisors and colleagues		P4	P4		
1.3 Seek advice on the communication method/equipment most appropriate for the task				O1	O1
Element 2: Communicate in the workplace					
2.1 Use effective questioning, and active listening and speaking skills to gather and convey information				O4	O4
2.2 Use appropriate non-verbal behaviour at all times				O5	O5
2.3 Encourage, acknowledge and act upon constructive feedback				O8	O8
Element 3: Draft written information					
3.1 Identify relevant procedures and formats for written information		P7	P7		
3.2 Draft and present assigned written information for approval, ensuring it is written clearly, concisely and within designated timeframes		P8	P8		

4.5 Completing the record of outcome

Once all required assessment tasks and options have been completed satisfactorily by the candidate, the final assessment record of outcome form must be completed.

This must be submitted to your training organisation's records administration as soon as possible after the final assessment tasks are completed and marked. An example is provided here.

Record of outcome

Training organisation name:		
Candidate name:		
Unit code and title:	*BSBCMM101 Apply basic communication skills*, Release 1	
Assessor name:		
Assessor email:		
Assessor phone number:		
Assessment tasks:		**Satisfactorily completed**
	Part A – Questioning	❑
	❑ Part B – Project: Applying basic communication skills at BizOps Enterprises OR ❑ Part C – Project: Applying basic communication skills at work	❑
	❑ Part D – Observation OR ❑ Part E – Third-party report	❑