

Errata

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Title: CHCCOM003 Develop workplace communication strategies
– Trainer’s and assessors guide (TAG)

Affected edition: Version 1.1 November 2015; Version 1.2 July
2016

Page numbers: 32–3

Attachments
NEW p. 32–3: CHCCOM003 Develop workplace communication strategies – TAG

Please use the attached pages to replace erroneous page in the above resource.

Aspire Learning Resources

Unit of competency		Content	Practice tasks	Learning checkpoint
FS5	Numeracy			LC1: Part A 1
FS6	Teamwork	3B Model effective oral and written communication and provide mentoring and/or coaching to staff <ul style="list-style-type: none"> • Mentoring and coaching • Provide coaching and mentoring in communication 	9	LC4: Part A 1
FS7	Planning and organising	1C Develop a range of communication strategies to meet organisation needs and goals	4	LC4: Part B
FS8	Making decisions	1C Develop a range of communication strategies to meet organisation needs and goals	4	LC2: Part A 3 LC4: Part B
FS9	Problem-solving	1D Develop a communication plan <ul style="list-style-type: none"> • Crisis communication plans 		LC4: Part A 2
FS10	Innovation and creation	1C Develop a range of communication strategies to meet organisation needs and goals <ul style="list-style-type: none"> • Alternative communication strategies • Special needs of personnel 		LC3: Part B 1, 2
FS11	Technology and digital literacy	1C Develop a range of communication strategies to meet organisation needs and goals <ul style="list-style-type: none"> • Digital media 	3	LC3: Part B 1, 2
Dimensions of competency*				
Task skills		Throughout	Throughout	Throughout

Unit of competency	Content	Practice tasks	Learning checkpoint
Task management skills	1C Develop a range of communication strategies to meet organisation needs and goals <ul style="list-style-type: none"> • Develop communication strategies and plans 	3	LC1: Part B 1, 2
Contingency management skills	1C Develop a range of communication strategies to meet organisation needs and goals <ul style="list-style-type: none"> • Special needs of personnel 	3	LC1: Part B 1
Job role/environment skills	3B Model effective oral and written communication and provide mentoring and/or coaching to staff <ul style="list-style-type: none"> • Act as a role model • Mentoring and coaching 	9	LC3: Part A 1, 2, 3 Part B 1, 2

*NB: For the purposes of mapping, Aspire has here indicated the most relevant instances where each dimension of competency has been covered. Each dimension of competency may be covered in other parts of the content.