

Training Package	Information Technology ICA99	Unit Code
Title:	Receive and process oral and written communication	ICAITD003B
Unit Descriptor	This unit defines the competency required to clarify and document client information and refer for action.	HSC Indicative Hours: 15
Field/Stream	Documentation	
Related Competency Standards	The project life cycle and the IT methodology employed will determine which particular units of competency are relevant to this unit, however, team work is relevant to all functional areas.	

Key Competencies							
Collect, Analyse, and Organise Information	Communicate Ideas and Information	Plan and Organise Activities	Work with Others and in Teams	Use Mathematical Ideas and Techniques	Solve Problems	Use Technology	Cultural Understandings
1	1	1	1	1	1	1	1

Related learning for the HSC	Resources that may be used for in training and assessment for this unit
<p>Students may draw on skills and knowledge developed in other studies to achieve competency in this unit. This can include:</p> <ul style="list-style-type: none"> English Other industry curriculum frameworks 	<ul style="list-style-type: none"> Non-endorsed materials for ICAITD003B National Communications Module NCS001 – Workplace Communications National Office Skills Module NOS125 – Business Calculations Telephone message stationery Materials developed by Registered Training Organisations Various commercially produced materials including textbooks and computer tutorials

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Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
1. Receive and process oral communication	<ol style="list-style-type: none"> Oral messages are received, clarified and acted on promptly Messages are relayed to nominated person Oral communication is recorded according to organisational guidelines 	<ul style="list-style-type: none"> Basic customer service Low level decision-making skills Convey meaning clearly, concisely and coherently 	<p>Critical aspects of evidence Assessment must confirm the ability to use clear and concise communication to record and process messages according to organisational requirements; clarify and document client information and refer to correct area of responsibility for action.</p>	<p>Key terms and concepts</p> <ul style="list-style-type: none"> simplified communication model PABX, internal and external lines, STD, call waiting, hold, redirection OH&S in relation to telephony equipment messaging systems message classification, priority internal and external client client interaction protocols accountability, accuracy, validity, acknowledgement
2. Receive and process written communication	<ol style="list-style-type: none"> Written communication is received and acted on according to organisation's guidelines Written communication is recorded according to organisational guidelines 	<ul style="list-style-type: none"> Literacy skills in regard to basic workplace documentation Basic principles of ethical work practices 	<p>Interdependent units of assessment The interdependence of units of competency for assessment will vary with the particular project or scenario. This unit has importance to a range of IT services and should therefore be assessed in a holistic manner with the technical/support units.</p>	

3. Respond to incoming telephone calls	<ol style="list-style-type: none"> 1. Calls are answered promptly in accordance with organisational requirements 2. Caller's requests are determined and established 3. Messages are recorded in line with organisational guidelines 	<ul style="list-style-type: none"> • Basic principles and legislation of EEO and Anti-discrimination • Basic understanding of systems, organisational 		<p>Learning experiences for the HSC must include:</p> <ul style="list-style-type: none"> • message recording systems – paper based and/or electronic • greeting people in both formal and informal settings • telephone systems that can place a caller on hold and redirect calls to another extension • greeting protocols • dealing with a range individuals including males and females, people from different cultural backgrounds, people with special needs
4. Make telephone calls	<ol style="list-style-type: none"> 1. Caller is correctly determined and greeted 2. Message is received and confirmed with caller 3. Message is delivered and call recorded 			
Resources	Peers and supervisors for obtaining information on the extent and quality of the contribution made.			
Consistency	Competency is to be assessed through practical demonstration or performance. Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts.			
Context	<p>Work is carried out under direct supervision. An individual demonstrating these competencies would be able to:</p> <ul style="list-style-type: none"> • demonstrate knowledge by recall in a narrow range of areas • demonstrate basic practical skills, such as the use of relevant tools • perform a sequence of routine tasks given clear direction, and • receive and pass on messages/information. <p>This competency can be assessed in the workplace or in a simulated environment.</p>			

Range of Variables	
Variable	Scope
Organisational	Variables may include, but are not limited to: guidelines may include telephone documentation procedures, written documentation procedures and organisation manuals, and policy on client liaison.
Communication	Variables may include, but are not limited to: written communication may involve both hand written and printed material, internal memos, electronic mail, briefing notes, general correspondence, journal articles and marketing materials; oral communication may include answering telephone calls, requests from supervisor and informal discussion; the complexity of oral and written communications may vary.
Resources	Including peers and supervisors for obtaining information on the extent and quality of the contribution made.
Equipment	Variables may include, but are not limited to: networked systems, communications equipment, phone, E-mail; keyboard equipment may include mouse, touch pad, keyboard, pens; Information technology components may include hardware, software and communications packages.
Client user	May be a department within the organisation or a third party. Consequently, the relationship and ease of access will vary.
Documentation and reporting	Audit trails, naming standards, version control.
OH&S standards	As per company, statutory and vendor requirements. Ergonomic and environmental factors must be considered during the demonstration of this competency
Organisational standards	May be based upon formal, well-documented methodologies or non-existent. For training delivery purposes, best practice examples from industry will be used.