

<b>Training Package</b>	<b>Information Technology ICA99</b>	<b>Unit Code</b>
<b>Title:</b>	<b>Communicate in the workplace</b>	<b>ICAITW002B</b>
<b>Unit Descriptor</b>	This unit defines the competency required to promote professional client support through verbal and non-verbal communication.	<b>HSC Indicative Hours:</b>  <b>20</b>
<b>Field/Stream</b>	Teamwork	
<b>Related Competency Standards</b>	This unit defines the competency required to assimilate into the information technology department, which is fundamental for working in an organisation.	

<b>Key Competencies</b>							
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	2	1	1	1	1	1	1

<b>Related learning for the HSC</b>	<b>Resources that may be used for in training and assessment for this unit</b>
<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"> <li>• English</li> <li>• Business Studies</li> <li>• Business Services (Administration) Curriculum Framework</li> <li>• Tourism and Hospitality Curriculum Framework</li> </ul>	<ul style="list-style-type: none"> <li>• Non-endorsed materials for ICAITW002B</li> <li>• National Communications Module NCS018 – Dealing with customers and clients</li> <li>• National Communications Module NCS001 – Workplace Communication</li> <li>• National Communications Module NCS004 – Workteam Communication</li> <li>• Enterprise documents relating to dealing with clients/client service policies</li> <li>• Enterprise letters, faxes, memoranda, e-mails, reports</li> <li>• Meeting agendas and minutes</li> <li>• Materials developed by Registered Training Organisations</li> <li>• Various commercially produced materials including textbooks and computer tutorials</li> </ul>

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<b>Element of Competency</b>	<b>Performance Criteria</b>	<b>Underpinning Skills and Knowledge</b>	<b>Evidence Requirements</b>	<b>HSC Requirements</b>
1. Establish contact with clients	<ol style="list-style-type: none"> <li>Client requests and inquiries are received in a polite and courteous manner</li> <li>An effective service environment is created through verbal and non-verbal communication</li> <li>Questioning and active listening are used to determine client support</li> </ol>	<ul style="list-style-type: none"> <li>Basic understanding of organisational systems, for example when processing information and establishing contact with clients</li> <li>Broad knowledge of organisational values, for example, when establishing contact with clients</li> <li>Broad knowledge of organisational codes of conduct, for example, when establishing contact with clients</li> <li>General OH&amp;S principles and responsibilities</li> <li>Broad knowledge base of vendor applications and their features, for example, when processing information</li> </ul>	<p><b>Critical aspects of assessment</b></p> <p>Assessment must confirm the ability to adhere to organisational policies in regard to external and internal client contact and the processing of internal and external requests are followed.</p>	<p><b>Key Terms and Concepts</b></p> <ul style="list-style-type: none"> <li>simplified communication model – sender, medium, receiver</li> <li>greeting procedures</li> <li>body language</li> <li>audit trails</li> <li>business communication tools including telephone, letters, faxes, memoranda, e-mail, groupware, noticeboards</li> <li>active listening</li> <li>language used in the workplace</li> <li>cultural understanding</li> <li>adjustments for individual needs</li> </ul>

Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
2. Process information	<ol style="list-style-type: none"> <li>1. Client requests and inquiries are received in a polite and courteous manner</li> <li>2. An effective service environment is created through verbal and non-verbal communication</li> <li>3. Questioning and active listening are used to determine client support</li> </ol>	<ul style="list-style-type: none"> <li>• Questioning and active listening techniques, for example, when obtaining information and determining client support needs</li> <li>• Problem solving skills for a defined range of predictable problems, for example when responding to client requests and inquiries</li> <li>• Basic negotiation skills in relation to other team members applied to a defined range of predictable problems, for example, when creating an effective service environment</li> <li>• Basic customer service skills in relation to obtaining information, for example, when responding to client requests and inquiries</li> <li>• Conveying meaning clearly, concisely and coherently, for example when responding to client requests and inquiries</li> <li>• Non-verbal communication is clear and precise, for example, when creating an effective service environment</li> <li>• Literacy skills in regard to basic workplace documents</li> </ul>	<p><b>Interdependent units of assessment</b></p> <p>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>	<p><b>Learning experiences for the HSC must include:</b></p> <ul style="list-style-type: none"> <li>• composing and sending faxes</li> <li>• composing and sending memoranda</li> <li>• composing and sending simple business letters</li> <li>• sending and receiving e-mails</li> <li>• acting upon written and verbal instructions</li> <li>• recording (writing down) conversations with clients or colleagues</li> <li>• investigation of how different approaches to communication in the workplace can influence the work environment</li> </ul>

<b>Resources</b>	Peers and supervisors for obtaining information on the extent and quality of the contribution made.
<b>Consistency</b>	Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts.
<b>Context</b>	<p>Work is carried out under direct supervision. An individual demonstrating these competencies would be able to:</p> <ul style="list-style-type: none"> <li>• demonstrate knowledge by recall in a narrow range of areas</li> <li>• demonstrate basic practical skills, such as the use of relevant tools</li> <li>• perform a sequence of routine tasks given clear direction, and</li> <li>• receive and pass on messages/information.</li> </ul> <p>This competency can be assessed in the workplace or in a simulated environment.</p>
<b>Range of Variables</b>	
<b>Variable</b>	<b>Scope</b>
Organisational	Variables may include, but are not limited to: policies and procedures relating to answering client support inquiries; telephone, written messages and on-line other organisational policies; job descriptions/responsibilities; organisational code of conduct; service standards; tracking processes.
Communication	Variables may include, but are not limited to: external clients and internal clients including team members, supervisors and management; inquiries related to routine client support needs; clarifying and recording information and does not involve technical problem-solving.
Internal communication	May include memos, electronic mail and bulletin boards.
Client user	May be a department within an 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 practices examples from industry will be used.