Unit of Competency

Functional Area: Operations Management

Title	Demonstrate effective workplace communications
Code	105213L3
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be able to apply communication principles and use technical and colloquial language and vocabulary to facilitate effective communications in the workplace.
Level	3
Credit	3 (for reference only)

Competency	Performance Requirement
	1. Possess basic knowledge of company's business operations
	    • Describe the operations of the import and export industry
	    • State the techniques of workplace communication (e.g., language skills, communication skills, body languages, interpersonal relationship, and problem solving skills)
	2.1. Communicate information about routine tasks and processes
	    • Select an appropriate form of communication to meet the purpose required
	    • Demonstrate effective listening skills
	    • Use questions to gain additional information and to clarify understanding
	    • Identify sources of information relevant to the communication
	    • Select and sequence information correctly
	    • Report information appropriately in both spoken and written forms
	    • Undertake communication in both familiar and unfamiliar situations and with familiar and unfamiliar individuals and groups
	2.2. Participate in group discussions
	    • Seek and provide responses to other participants in the group
	    • Record discussion outcomes

Assessment Criteria	The integrated outcome requirements of this unit of competency are:
	    • Capable of communicating information about routine tasks in both familiar and unfamiliar situations
	    • Capable of participating in group discussions

Remark	This UoC is adapted from the Logistics UoC LOSAPD305A