

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Planning and Design of Logistics Solutions

Title	Demonstrate effective workplace communications
Code	LOSAPD305B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be able to apply communication principles and use technical and colloquial language and vocabulary to demonstrate effective workplace communications.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess basic knowledge of company's business operations</p> <ul style="list-style-type: none"> • Know about suitable communication channels such as email, conference, reports, mobiles, whatsapp, etc. • Understand internal and external technical and colloquial language and vocabulary of the company and industry • Know the operations of the logistics industry • Know about the techniques of workplace communication (e.g., language skills, communication skills, body languages, interpersonal relationship, and problem solving skills) <p>2. Communicate information about routine tasks and processes</p> <ul style="list-style-type: none"> • 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 • Create directory and include in the processes • Set up clear expectation, accountability and level of authority of individual <p>3. Participate in group discussions</p> <ul style="list-style-type: none"> • Appropriate work outcomes • Seek and provide responses to other participants in the group • Record discussion outcomes
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of communicating information about routine tasks in both familiar and unfamiliar situations and illustrating the effective communication skills in the workplace; and • Capable of participating in group discussions and recording the discussion results
Remark	