



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

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| Title: | Fundamental workplace communication skills | | |
| TQF Level: | 1 | Credits: | 6 |
| | | Version: | 1 ¹ |
| National standard code: | NS039-01 | | |
| Associated qualification (and code): | National Certificate in Sustainable Energy Level 1 (QR-01-NQ-018-01-0504-20-01) | | |
| Approval date: | 30 Nov 2020 | Review date: | 30 Nov 2025 |
| Purpose: | <p>This unit describes the skills and knowledge required to develop basic communication skills in the workplace. It applies to individuals working under direct supervision who are developing basic skills and knowledge of workplace communication in preparation for working in a broad range of work in the energy/sustainable energy sector.</p> <p>Persons credited with this unit standard are able to:</p> <ol style="list-style-type: none"> 1. Identify the appropriate forms of communication in the workplace relevant to the task. 2. Use appropriate oral communication skills to convey and receive information. 3. Use appropriate written communication skills for workplace activities. | | |

¹ This is the national (Tonga) version of a regional unit of competency with the same title and unit code CG1001 (Version 1), a generic skills component of the registered (EQAP) Regional qualification *Regional Certificate 1 in Sustainable Energy (SE)*.

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| Learning Outcome 1 (LO1) | Identify and describe workplace communication procedures |
| Performance standards | <p>1.1 Identify appropriate lines of communication with stakeholders (e.g. communities, government officials, NGO's)</p> <p>1.2 Identify appropriate lines of communication with supervisors and colleagues</p> <p>1.3 Identify and describe organizational communication requirements and workplace procedures with the assistance from appropriate people</p> <p>1.4 Seek advice on the appropriate communication method/technology most appropriate for the task</p> |
| Learning Outcome 2 (LO2) | Communicate in the workplace |
| Performance Standards | <p>2.1 Use effective questioning, and active listening and speaking skills to gather and convey information</p> <p>2.2 Use appropriate non-verbal behaviour at all times</p> <p>2.3 Encourage, acknowledge and act upon constructive feedback</p> <p>2.4 Evaluate the communication strategies implemented in the workplace</p> <p>2.5 Demonstrate communication skills through basic oral presentations</p> |
| Learning Outcome 3 (LO3) | Draft written information |
| Performance standards | <p>3.1 Identify relevant formats for written information</p> <p>3.2 Draft and present assigned written information for approval, ensuring it is written clearly, concisely and within designated timeframes</p> <p>3.3 Ensure written information meets required standards of style, format and detail.</p> <p>3.4 Prepare clear and concise notes during meeting, training and/or workplace activities</p> <p>3.5 Seek assistance and/or feedback to improve personal development of communication skills</p> |
| Pre-requisites | N/A |
| Co-requisites | N/A |

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| <p>Underpinning skill and knowledge</p> | <p>The following knowledge and skill underpin this unit standard;</p> <ul style="list-style-type: none"> • Gather information about procedures, methods and equipment requirements for workplace communication, with the assistance of others • Use appropriate verbal and non-verbal skills to seek and convey information in face-to-face situations • Use internet, email, and mobile phones to communicate messages • Draft routine written documents within designated timeframes and check that the documents meet organisational requirements • Outline organisational policies, plans and procedures related to the organisation’s standards or protocols for workplace communication • Describe different communication styles appropriate in the workplace |
| <p>Suggested assessment methods</p> | <p><u>Context of assessment:</u></p> <p>To show that you have the required competence you will need to:</p> <ol style="list-style-type: none"> 1. Demonstrate knowledge in the workplace (or in an environment that closely resembles the workplace) on the principles of communication and stakeholder engagement in relation to: <ol style="list-style-type: none"> i. Formulating and conveying messages ii. Structuring written communications iii. Using appropriate methods of communication, and iv. Using appropriate language, terminology, protocols in communication. 2. Apply your knowledge in the workplace (or in an environment that closely resembles the workplace), by: <ol style="list-style-type: none"> i. Clearly identifying the similarities and differences between methods of communication. ii. Selecting the right means to deliver the message to the chosen target audience(s). iii. Discussing pitfalls when applying communication and participation to a stakeholder engagement process. iv. Practice different means of communication that help convey the messages |

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| | <p>v. Using technologies such as Emails, social media, smart phones, to communicate with stakeholders.</p> <p>vi. Demonstrating communication skills through basic oral presentations</p> <p><u>Methods of assessment:</u></p> <p>A range of assessment methods should be used to assess students' knowledge and application of skills, include but not restricted to the following:</p> <ol style="list-style-type: none"> i. Direct observation of students performing certain tasks (such as implementing workplace communication protocols, workplace communication techniques and written communication skills) ii. Written or oral questions to test relevant skills and knowledge during observation iii. Accuracy, quality and effectiveness of written and articulated communication of information iv. Standard, style and format of written communication v. Review of workplace attachment reports (e.g. Supervisor/third party reports) |
| <p>Resource requirements</p> | <ol style="list-style-type: none"> i. Printed resources for Workplace Communication Skills at the discretion of the course/unit coordinator or trainer, ii. Computer, Printer, Internet Access, iii. Smart Phones (for demonstration), iv. Conventional classroom furniture and resources: White/blackboard, tables or benches, chairs, student notice boards, A3 coloured cards or wall charts for team work and group discussions. |
| <p>Moderation arrangements</p> | <p>Provider Institutions are responsible for moderation arrangements to ensure consistency in assessments. Moderation process must be approved by TNQAB.</p> |
| <p>Requirements to</p> | <p>There are three (3) Learning Outcomes and thirteen (13) Performance Standards</p> |

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| <p>complete this unit</p> | <p>to measure competence.</p> <p>To demonstrate competence, the person studying this unit is:</p> <ol style="list-style-type: none"> 1. Required to achieve a <i>Achieved</i>² grade (Competent) to fulfil the requirements of the Unit Standard. 2. Eligible to three (3) attempts to achieve the required competency within 5 days of the first attempt. <p>Failure to achieve the required competency level after three (3) attempts of the exam or specific part of the assessment will require the person studying this Unit to re-enrol for the same Unit.</p> |
| <p>Important notes and definitions</p> | <p><u>Notes:</u></p> <ol style="list-style-type: none"> 1. All activities associated with this unit standard must comply with the requirements of national codes of practice, regulations and legislation for workplace health, safety, and environmental protection and any subsequent amendments. 2. Assessors must comply with Tonga national assessment and moderation requirements. <p><u>Definitions:</u></p> <ol style="list-style-type: none"> 1. Basic communication skills in the workplace refers to the ability to gather, convey and receive information effectively and efficiently to achieve the desired outcome. |
| <p>Public comments on unit</p> | <p>Please contact TNQAB National Qualifications Unit (email EnquireNQ@tnqab.to or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.</p> |

² This unit is competency-based in which there are only two possible grades: *Achieved* and *Not Achieved*. An ‘Achieved’ grade is assigned to a candidate who has met the competency requirements of the unit.