UNIT CODE	**PSPGEN033**
UNIT TITLE	**Use advanced workplace communication strategies**
APPLICATION	This unit describes the performance outcomes, skills and knowledge required to use advanced workplace communication strategies. This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context. Those undertaking this unit will be working independently, with possible supervisory responsibilities, performing complex task in a range of familiar and unfamiliar contexts. The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice. No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Deal with complex enquiries and complaints	1.1 Establish relationship with the client by displaying understanding towards client needs. 1.2 Record complaint or enquiry and verify with the client. 1.3 Obtain documentation to support complaint or enquiry. 1.4 Identify action available under organisational policies and follow procedures to resolve complaint or enquiry. 1.5 Identify and refer complaints or enquiries that require other input to resolve. 1.6 Advise client of action taken and record.
2. Give directions	2.1 Give ethical, lawful and reasonable directions to others. 2.2 Give directions and confirm understanding of directions. 2.3 Resolve problems or refer issues that require other input to resolve. 2.4 Provide feedback on implementation to others.

3. Manage meetings	3.1 Clarify the purpose of each meeting and develop the agenda in consultation with participants. 3.2 Select the procedure for each meeting and style of facilitating. 3.3 Chair meetings in accordance with organisational policies and procedures. 3.4 Ensure meetings are focused on objectives and time efficient. 3.5 Enable participation, discussion, problem solving and resolution of issues by all those present. 3.6 Summarise decisions and recommendations 3.7 Check details for accuracy and record according to organisation procedure including security and confidentiality requirements.
4. Make presentations	4.1 Prepare and deliver presentations to a range of audiences. 4.2 Structure presentations logically with relevant information. 4.3 Develop supporting materials and presentation aids to enhance audience understanding of key concepts and ideas. 4.4 Use presentation strategies suitable for the audience, location, resources and personnel needed. 4.5 Evaluate effectiveness of presentation for the purpose of improving future presentations.
5. Monitor and support workplace communication strategies	5.1 Seek and act upon feedback to improve future performance 5.2 Reflect on personal performance and identify opportunities for improvement.

FOUNDATION SKILLS	
Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.	
SKILLS	**DESCRIPTION**
Learning skills to:	■ seeks opportunities to develop and extend expertise and identify areas for professional improvement.
Oral communication skills to:	■ communicate and engage with diverse audiences ■ provide clear instructions.
Writing skills to:	■ document factual information according to organisational standards and requirements.
Initiative and enterprise skills to:	■ adjust communication styles to address different purposes and groups.
UNIT MAPPING INFORMATION	Release 1: Supersedes and is not equivalent to PSPGEN033 Use advanced workplace communication strategies
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPGEN033 Use advanced workplace communication strategies
PERFORMANCE EVIDENCE	Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion: ■ speak and listen to sustained and sometimes complex communication exchanges ■ take part in interpersonal exchanges of information, with a flexible use of register and strategies for interaction ■ deal with complaints, clarifying meaning, exploring issues and using problem solving or referral ■ derive meaning from sustained oral discussions ■ use observation to read non-verbal cues, ■ use presentation resources

| KNOWLEDGE EVIDENCE | Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

■ policies, procedures and guidelines relating to workplace communication including:
  ○ organisation processes and hierarchy
  ○ official communication channels
  ○ protocols and etiquette for oral communication
  ○ complaints procedures

■ conflict resolution techniques
■ giving and receiving feedback
■ using a process of reflection to enhance self-awareness and understanding of workplace relations
■ meeting features and relationship to workplace communication strategies including
  ○ procedures and conventions

■ roles including facilitation, chairing and record keeping requirements to suit the meeting purpose. |

ASSESSMENT CONDITIONS	Skills must be demonstrated in either a: - workplace environment or - simulated environment. Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment. Assessment must ensure access to: - legislation, policy, procedures and protocols relating to communication in the public sector, including freedom of information, privacy, equal employment opportunity, anti-discrimination, occupational health and safety Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.
LINKS	Companion Volume Implementation Guide

ASSESSMENT CONDITIONS

Skills must be demonstrated in either a: