

Workplace Learning: On-the-Job



BSBCMM101A

**APPLY BASIC
COMMUNICATION SKILLS**
(40hrs)

Visit:

www.cometbaycollege.det.wa.edu.au
(Career Development Centre tab)
for supporting documents,
activities and other information...

This mode of workplace learning has a focus on students gathering evidence through a workplace experience to demonstrate competence in one or more VET units of competence.

Achievement Requirements:

To be deemed 'competent' in this mode of workplace learning, students must meet the following:

- A MINIMUM requirement of 55 hours IN THE WORKPLACE.
- Logbook completion
- Display Book (Portfolio) containing:

Personal Resume`

Worksafe Certificates

Work samples/work booklets

(as detailed on the Comet Bay College Website under the Career Development Centre tab).

Students are required to gather evidence in the workplace where possible and complete all tasks during Tutorial periods.

The Log Book

We cannot stress enough the importance of the Logbook.

1. This log book is a valuable document and it is the responsibility of the student to keep it safe. Without this record of your achievements you may not receive your assessment.
2. Once your placement is confirmed, contact your workplace trainer and arrange an interview time to meet with them PRIOR to your commencement to find out what is required of you (uniform, special arrangements etc).
3. Fill out the **attendance record EVERY DAY** to track the number of hours you have completed. **Ensure your workplace supervisor signs against your hours at the end of each day.** The full certificate I requires approximately 150 hours in total to be completed in the workplace, your logbook is proof of you having done this.
4. Ensure you record the tasks you are completing on the **daily training schedule sheets and where possible link them to units of competency.**
5. Collect any documents, photos or examples of work completed on your placement or as part of your associated school course. These are to be presented in your display book/portfolio.

Important Information

Confidentiality

You may be exposed to information about the business and clients that will be confidential. You will be expected to maintain privacy by not repeating any of this information. In some cases, employees may want you to sign a confidentiality contract.

Ask your workplace trainer what is considered to be confidential if you are unsure.

What if there is a misunderstanding?

If there is a misunderstanding during your work placement you should discuss it with your workplace trainer or employer first and then inform your school workplace learning coordinator. If you find it difficult to discuss the misunderstanding with the employer or workplace trainer, speak to your school workplace learning coordinator.

Misunderstandings may include the following:

- unsafe Occupational Safety and Health practices
- inadequate supervision or learning opportunities provided in the workplace
- unreasonable work requests by the workplace supervisor or trainer
- problems regarding assessment.

Accidents in the Workplace

Make sure you are familiar with the workplace safety procedures. The following steps should be taken in the event of an accident in the workplace:

- report it to the workplace supervisor immediately;
- contact your school workplace learning coordinator as soon as possible;
- complete an accident report form and give it to your school workplace learning coordinator (forms available from the Career Development Centre).

Keep all the relevant medical certificates and accounts for any insurance claims that may be made. **Remember you are not covered under Workers Compensation.**

Completing the requirements for a Certificate I in Business

Students will only be enrolled in 3 Units of Competence in Year 11 and 3 in Year 12 as the program is designed to be completed over 2 years.

Students are required to gather evidence in the workplace where possible and complete all tasks during Tutorial periods.

IMPORTANT NOTE

All of your work (certificates, references, worksheets) must be kept in a display file and produced as evidence to enable your assessment.. You will be asked to submit your work at the end of each Semester.

Physical Education Studies students only:

If you are completing the requirements for a Certificate II in Sport (Coaching) BSBIND201A AND BSBWOR202A are prerequisites for the qualification. Not meeting the requirements for these units will result in non completion of the Certificate II in Sport qualification.

Apply Basic Communication Skills - Performance Criteria

(BSBCMM101A)

You are assessed on the following PERFORMANCE CRITERIA and your demonstrated SKILLS AND KNOWLEDGE for this unit:

Element	Performance criteria
1. Identify workplace communication procedures	<p>1.1 Identify organisational communication requirements and workplace procedures with assistance from appropriate people</p> <p>1.2 Identify appropriate lines of communication with supervisors and colleagues</p> <p>1.3 Seek advice on the communication method/equipment most appropriate for the task</p>
2. Communicate in the workplace	<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>
3. Draft written information	<p>3.1 Identify relevant procedures and 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 Seek assistance and/or feedback to aid communication skills development</p>

Skills and Knowledge

SKILLS - You will be required to demonstrate the following skills in order to complete this unit:

- communication skills to identify lines of communication, to request advice, to effectively question, to follow instructions, to receive feedback, and to convey messages clearly and concisely
- culturally appropriate communication skills to relate to people from diverse backgrounds and to people with diverse abilities
- literacy skills to identify work requirements, to draft written information and to process basic, relevant workplace documentation
- problem-solving skills to solve routine problems related to the workplace, under direct supervision.

KNOWLEDGE - You must be able to demonstrate your knowledge of the:

- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as privacy laws
- organisational policies, plans and procedures.

Complete the following tasks and answer all of the questions below.

Your workplace is a good resource to assist you.



Tasks

Work items referred to below are all located under the Career Development Centre tab on the CBC Website.

1. Collect procedures on communication from your workplace eg answering the phone, email, letter format, communication with bosses. These may be from procedure manuals or your own notes. Put them in your portfolio.
2. Collect examples of an email, telephone memo and fax that you have created and place them in your portfolio.
3. Complete the '**Body Language in an Interview**' quiz on the webpage.

Questions 1-5

1. What are the main modes of communication used in your workplace? Number the list below in order of importance of the modes used. That is, **1** for the most used mode of communication, **4** for a less popular mode. Add any others that are relevant to your workplace.

- | | |
|---|---|
| <input type="checkbox"/> Answering and making phone calls | <input type="checkbox"/> Sending and receiving sms messages |
| <input type="checkbox"/> Following instructions | <input type="checkbox"/> Using internet |
| <input type="checkbox"/> Informal discussions | <input type="checkbox"/> Using voice mail |
| <input type="checkbox"/> Formal discussions | <input type="checkbox"/> Reading instructions |
| <input type="checkbox"/> Requests from colleagues | <input type="checkbox"/> Writing messages |
| <input type="checkbox"/> Requests from customers | <input type="checkbox"/> Other_____ |
| <input type="checkbox"/> Answering and sending emails | |

Over please...

2. What is meant by 'lines of communication in the workplace'?

3. What is meant by active listening? Explain the process or diagram it. (refer to CD for more information)

4. What is meant by constructive feedback? Describe an example of constructive feedback you have received and how you responded.

5. What mode of communication would be the most appropriate for the following tasks?

Dealing with a customer complaint:	
Telling a staff member they have done well:	
Quoting a job to a customer:	
Invoices:	
Sharing information among staff:	
Purchasing stationery:	
Notifying staff of jobs needing to be done:	

END OF TASKS



WORKPLACE PERFORMANCE

(Apply Basic Communication Skills – to be completed by employer and student)

Workplace supervisor:

Did the student perform the following skills?	✓	✗	Comments
Clear, concise and correct verbal and written communication.			
Promptly and appropriately follow instructions			
Culturally appropriate communication skills			
Follow workplace communication requirements			
Use appropriate non-verbal communication			

Comment:

Workplace supervisor signature

Date

Student:

Employability skills (tick those skills you have used/developed in this unit)

Communication	Teamwork	Problem solving	Technology	Planning & organising	Self management	Learning	Initiative & enterprise	OHS

Comment/Reflection:
