

RTC2801A PARTICIPATE IN WORKPLACE COMMUNICATIONS			
Number	RTC2801A	AQF Level	2

Purpose

This competency standard covers the process of effectively participating in workplace communications. It requires the ability to follow simple spoken messages, perform routine workplace duties, follow simple written notices, obtain and provide information in response to workplace requirements, complete relevant work related documents, and participate in workplace meetings and discussions. Participating in workplace communications requires an understanding of different modes of communication, basic mathematical processes, and knowledge of communication procedures and systems and technology relevant to the enterprise and the individual's work responsibilities.

MAPPING		
<i>The mapping information below details the relationship between the Competency Elements and the Learning Objects</i>		
Required information is gathered by listening, and is correctly interpreted.		
Competency Reference	RTC2801A/01.1	
Related Learning Object	Shearing Shed Teamwork	Object No. 1
Instructions/procedures are followed in appropriate sequence for tasks and in accordance with information received.		
Competency Reference	RTC2801A/01.2	
Related Learning Object	Shearing Shed Teamwork	Object No. 1
Clarification is sought from workplace supervisor on all occasions when any instruction/procedure is not understood.		
Competency Reference	RTC2801A/01.3	
Related Learning Object	Shearing Shed Teamwork	Object No. 1
Written workplace notices and instructions are read and interpreted correctly.		
Competency Reference	RTC2801A/02.1	
Related Learning Object	Shearing Shed Teamwork	Object No. 1
Routine written instructions/procedures are followed in sequence.		
Competency Reference	RTC2801A/02.2	
Related Learning Object	Shearing Shed Teamwork	Object No. 1
Clarification is sought from workplace supervisor on all occasions when any instruction/procedure is not understood.		
Competency Reference	RTC2801A/02.3	
Related Learning Object	Shearing Shed Teamwork	Object No. 1
Specific, relevant information is obtained.		
Competency Reference	RTC2801A/03.1	
Related Learning Object	Shearing Shed Recording and Reporting	Object No. 2
Important information is interpreted correctly.		
Competency Reference	RTC2801A/03.2	
Related Learning Object	Shearing Shed Recording and Reporting	Object No. 2
Information is written completely, accurately and legibly.		
Competency Reference	RTC2801A/03.3	
Related Learning Object	Shearing Shed Teamwork	Object No. 1

Sources of required information are identified and appropriate contact established.		
Competency Reference	RTC2801A/03.4	
Related Learning Object	Shearing Shed Recording and Reporting	Object No. 2
Personal interaction is courteous and inquiries carried out clearly and concisely.		
Competency Reference	RTC2801A/03.5	
Related Learning Object	Shearing Shed Teamwork	Object No. 1
Defined workplace procedures for the location and storage of information are used.		
Competency Reference	RTC2801A/03.6	
Related Learning Object	Shearing Shed Recording and Reporting	Object No. 2
Range of forms relating to conditions of employment are completed accurately and legibly.		
Competency Reference	RTC2801A/04.1	
Related Learning Object	Shearing Shed Recording and Reporting	Object No. 2
Workplace data is recorded on standard workplace forms and documents.		
Competency Reference	RTC2801A/04.2	
Related Learning Object	Shearing Shed Recording and Reporting	Object No. 2
Basic mathematical processes are used for routine calculations.		
Competency Reference	RTC2801A/04.3	
Related Learning Object	Shearing Shed Recording and Reporting	Object No. 2
Errors in recording information on forms/documents are identified and rectified.		
Competency Reference	RTC2801A/04.4	
Related Learning Object	Shearing Shed Recording and Reporting	Object No. 2
Reporting requirements to supervisor are completed according to enterprise guidelines		
Competency Reference	RTC2801A/04.5	
Related Learning Object	Shearing Shed Recording and Reporting	Object No. 2
Team meetings are attended on time.		
Competency Reference	RTC2801A/05.1	
Related Learning Object	Shearing Shed Teamwork	Object No. 1
Own opinions are clearly expressed and those of others are listened to without interruption.		
Competency Reference	RTC2801A/05.2	
Related Learning Object	Shearing Shed Teamwork	Object No. 1
Meeting inputs are consistent with the meeting purpose and established protocols.		
Competency Reference	RTC2801A/05.3	
Related Learning Object	Shearing Shed Teamwork	Object No. 1
Workplace interactions are conducted in a courteous manner appropriate to cultural background and authority in the enterprise procedures.		
Competency Reference	RTC2801A/05.4	
Related Learning Object	Shearing Shed Teamwork	Object No. 1

Questions about simple routine workplace procedure and matters concerning conditions of employment are asked and responded to.		
Competency Reference	RTC2801A/05.5	
Related Learning Object	Shearing Shed Teamwork	Object No. 1
Meeting outcomes are interpreted and implemented.		
Competency Reference	RTC2801A/05.6	
Related Learning Object	Shearing Shed Teamwork	Object No. 1