

Contents

About this guide	5
Section 1: Meeting VET sector requirements	7
1.1 How Aspire's resources assist in meeting requirements	7
1.2 Resource quality assurance processes	16
Section 2: Unit of competency information	17
2.1 Unit of competency	17
2.2 Unit of competency assessment requirements	19
2.3 Aspire resources available for this unit	21
2.4 Target groups	24
Section 3: Training requirements	25
3.1 Delivery approach	25
3.2 Learning mapping	26
3.3 Solutions – general guidance	34
3.4 Solutions to practice tasks	35
3.5 Solutions to learning checkpoints	41
Section 4: Assessment	51
4.1 Assessment approach	51
4.2 Assessment procedures	52
4.3 Assessment mapping	58
4.4 Assessment solutions and marking guidance	65
4.5 Completing the record of outcome	79
Section 5: Forms	87
Section 6: Glossary of VET terminology	88

Section 1: Meeting VET sector requirements

Training organisations have a range of requirements that they must meet in developing and implementing quality training and assessment strategies and practices for course programs. As a trainer, you also have a range of requirements that must be considered when implementing programs for your specific group of learners.

1.1 How Aspire's resources assist in meeting requirements

The following section outlines a range of VET sector requirements and how Aspire's resources may assist you and your training organisation in implementing a quality learning experience.

VET sector requirement	Aspire's approach
<p>Australian Qualifications Framework</p> <p>The Australian Qualifications Framework is the national policy for regulated qualifications in the Australian education and training system. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.</p> <p>You and your training organisation must be aware of the requirements of the relevant AQF qualification or course requirements, from the endorsed training package, as you implement course delivery.</p>	<p>Aspire's learning resources, practice tasks and learning checkpoints have been pitched at a level suitable for the unit of competency and the qualifications for which it is relevant, based on the specifications in the Australian Qualifications Framework (AQF) (Second edition, January 2013). For more information regarding these specifications, and to download the Australian Qualifications Framework, visit the AQF website at: www.aqf.edu.au.</p>
<p>Volume of learning</p> <p>When developing training and assessment strategies for this unit and the qualification for which it is relevant, you and your training organisation must take into account the volume of learning requirements as defined by the Australian Qualifications Framework. An explanation of volume of learning can be accessed at: www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-Learning-Explanation.pdf</p>	<p>Aspire ensures that each unit of competency is covered completely and in depth in both the learning content and the assessment. This approach will help you meet volume of learning requirements as you develop your training and assessment strategies.</p>

Section 2: Unit of competency information

2.1 Unit of competency

CHCCOM003 Develop workplace communication strategies

Modification history

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to performance criteria. new evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence. Also refer to CHCCOM004.</p>

Application

This unit describes the skills and knowledge required to develop communication protocols for a team or business unit.

This unit applies to workers responsible for overseeing the communication of organisation-specific information to a range of internal and external stakeholders.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

2.2 Unit of competency assessment requirements

Assessment Requirements for CHCCOM003 Develop workplace communication strategies

Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence. Also refer to CHCCOM004.</p>
Performance Evidence	<p>The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:</p> <ul style="list-style-type: none"> • developed and presented 1 new communication strategy and associated protocols for a business unit or team • developed and implemented 1 strategy for using digital media to provide information and promote organisation to clients.
Knowledge Evidence	<p>The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:</p> <ul style="list-style-type: none"> • political, economic, social and technological factors • competitors • stakeholders • organisational business and strategic plans • SWOT analysis (strengths, weaknesses, opportunities and threats) • legal and ethical considerations relating to communication: <ul style="list-style-type: none"> – privacy, confidentiality and disclosure – discrimination – duty of care – mandatory reporting – informed consent • organisation communication channels, including: <ul style="list-style-type: none"> – special communication needs of personnel

3.2 Learning mapping

CHCCOM003 *Develop workplace communication strategies*, Release 1

Unit of competency	Content	Practice tasks	Learning checkpoint
Element 1: Develop communication strategies	Topic 1: Develop communication strategies	n/a	n/a
1.1 Identify internal and external information needs	1A Identify internal and external information needs	1	LC1: Part B 1
1.2 Identify competing or conflicting interests	1B Identify competing or conflicting interests	2	LC1: Part A 1
1.3 Develop a range of communication strategies to meet organisation needs and goals	1C Develop a range of communication strategies to meet organisation needs and goals	3	LC1: Part A 2, 3 Part B 1
1.4 Develop a communication plan	1D Develop a communication plan	4	LC1: Part A 4 Part B 1, 2
Element 2: Establish communication protocols	Topic 2: Establish communication protocols	n/a	n/a
2.1 Identify processes for adapting communication strategies to suit a range of contexts	2A Identify processes for adapting communication strategies to suit a range of contexts	5	LC2: Part A 2 Part B 1, 2
2.2 Develop processes and protocols in line with communication strategies	2B Develop processes and protocols in line with communication strategies	6	LC2: Part A 1, 2, 3
2.3 Prepare information and resources to support the implementation of communication protocols	2C Prepare information and resources to support the implementation of communication protocols	7	LC2: Part B 3, 4
Element 3: Promote the use of communication strategies	Topic 3: Promote the use of communication strategies	n/a	n/a

Final assessment tasks

The final assessment provided in Aspire's print learner guide or online resource includes an overview that is laid out as follows (or similar):

To demonstrate your competency using this final assessment you must successfully complete four assessment tasks.

<p>Complete the following task</p>	<ul style="list-style-type: none"> • Part A – Questioning You will demonstrate a sound knowledge of the unit requirements in your responses. • Part B – Case study questions You will demonstrate a sound knowledge of the unit requirements in your responses. • Part C – Observation You will demonstrate your skills and knowledge in a simulated workplace environment.
<p>Refer to the Aspire <i>Practical placement logbook</i> for this unit</p>	<ul style="list-style-type: none"> • Practical placement Your performance will be assessed in the workplace.

Please note that Part C is only included where the Assessment requirements for the unit of competency specify aspects of performance evidence that must be demonstrated in a simulated environment before practical placement. In all other cases, observation tasks have been incorporated into the practical placement assessment. Please refer to Aspire's *Practical placement logbook – User guide* for further information.

How to use the assessment plan

Once assessment tasks and options have been discussed with the candidate, required and preferred tasks should be selected and documented in the assessment plan. An example of the assessment plan is provided here.

Assessment plan	
Training organisation name:	
Candidate name:	
Phone number:	
Date:	
Email:	
Assessor name:	
Unit of competency:	<i>CHCCOM003 Develop workplace communication strategies, Release 1</i>
Assessment tasks to be undertaken:	<input type="checkbox"/> Part A – Questions <input type="checkbox"/> Part B – Case study questions <input type="checkbox"/> Practical placement
Ready for assessment declaration:	<p>I confirm that the purpose and procedures of this assessment have been clearly explained to me. I have been consulted about any special needs I might have in relation to the assessment process. The criteria to be used for this assessment have been discussed with me, as have the consequences and possible outcomes of the assessment.</p> <p>I have accessed and understand general assessment information as provided by my training organisation.</p> <p>I have been given fair notice of the date, time, venue and other arrangements for this assessment. I have completed a self-assessment of my performance of the skills and knowledge for this unit and confirm that I am ready for assessment.</p>

4.3 Assessment mapping

CHCCOM003 *Develop workplace communication strategies*, Release 1

Unit of competency	Part A – Questions	Part B – Case study questions	Practical placement
Element 1: Develop communication strategies			
1.1 Identify internal and external information needs			O1
1.2 Identify competing or conflicting interests	Q28		O2
1.3 Develop a range of communication strategies to meet organisation needs and goals			O3
1.4 Develop a communication plan			O7
Element 2: Establish communication protocols			
2.1 Identify processes for adapting communication strategies to suit a range of contexts	Q19	CS1, CS2, CS3, CS4, CS5	
2.2 Develop processes and protocols in line with communication strategies			O9
2.3 Prepare information and resources to support the implementation of communication protocols	Q34		O10
Element 3: Promote the use of communication strategies			

4.5 Completing the record of outcome

Once all required assessment tasks and options have been completed satisfactorily by the candidate, the final assessment record of outcome form must be completed.

This must be submitted to your training organisation's records administration as soon as possible after the final assessment tasks are completed and marked. An example is provided here.

Record of outcome

Training organisation name:		
Candidate name:		
Unit code and title:	<i>CHCCOM003 Develop workplace communication strategies, Release 1</i>	
Assessor name:		
Assessor email:		
Assessor phone number:		
Assessment tasks:		Satisfactorily completed
	Part A – Questions	<input type="checkbox"/>
	Part B – Case study questions	<input type="checkbox"/>
	Practical placement	<input type="checkbox"/>
Declaration:	<p>In completing this assessment, I confirm that the candidate has demonstrated all unit outcomes through consistent and repeated application of skills and knowledge with competent performance demonstrated in multiple instances over a period of time.</p> <p>Evidence collected has been confirmed as:</p>	