

**BSBLDR401 Communicate effectively
as a workplace leader**

**Recognition of Prior Learning
Candidate Guide**

SAMPLE ONLY

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BSBLDR401 Communicate effectively as a workplace leader

This unit describes the skills and knowledge required to communicate effectively as a workplace leader, including understanding the context, choosing methods of communication to suit the audience, and following up.

This unit applies to managers, supervisors and team leaders required to communicate with other persons within the workplace.

Communication skills cover a range of methods and contexts, including structured environments.

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Documentary Evidence

The following is a list of the types of workplace documents that you may be able to provide in support of your RPL application for this unit of competency.

Please note that the list is only a suggestion. You may have other documents that you think will help with your application. It is also quite possible that you may not have all, or even any, of the types of document listed. This does not prevent you from applying for RPL. Your assessor will look for other options, which may include documents that you create for you to complete.

Gather together all the documents that you can, and submit them to your assessor. Provide copies where you can. If you cannot provide copies or the documents are too large, your assessor may peruse the originals and return them to you.

Important Note:

- You must comply with the Australian Privacy Principles. Any document that contains information about an individual (other than yourself) should be named in the document as containing personal information. Do not include names or any other information that could identify the individual.
- You must also comply with any "confidentiality" requirements. If you need to submit such a document, you must inform your assessor of this. Your assessor may peruse the originals and return them to you. Your assessor will ensure that they will protect the information.

List of suggested documentary evidence

- Examples of communication you have undertaken with a range of different individuals, showing how you adjust your approach and responses to suit the individuals you are communicating with.
- Examples of communication you have undertaken with your work team or others, showing that you present clear messages in a way that is appropriate to the audience.
- Records of meetings you have personally managed or participated in, showing how you promote effective two-way communication
- Examples of communicating agreed course of action to other parties and following up
- Organisational policies and procedures for communication processes, including security of information, privacy, copyright and compliance with legislation
- Responses you have received to your communications, confirming receipt, acknowledgement and understanding of your message
- Records of meetings where you have discussed organisational communication processes and opportunities to improve them

Third Party Verification

The form on the following page should be printed twice.

Give each copy to the referees that you identified in your RPL application.

Clarify to each that they should only tick items that they can confirm from their knowledge of you through observation of your performance at work.

Let them know that the assessor will contact them either by telephone or email to verify the authenticity of the information.

Request each referee to write a few comments on your performance.

Ensure that the forms are signed and correctly dated by the referee.

Submit the forms as soon as they are completed.

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Third Party Verification Form

Name of Candidate		
Name of Third Party (Referee)		
Position of Third Party		
Work relationship of Third Party to the Candidate		
Telephone		Email

Please tick the checkbox where you can confirm from your own knowledge of the candidate meets the criteria.
NOTE: It is not necessary for you to tick every box – only tick where you can confirm from your own knowledge of the candidate's work performance.

mapping (assessor use)	Criteria for assessment	✓
PE 1 PC 1.2	Communicates effectively with all stakeholders throughout the organisation including own management and colleagues	<input type="checkbox"/>
PE 1 PC 1.1	Uses appropriate methods of communication, adjusting the approach to suit the audience, the context and audience	<input type="checkbox"/>
PE 2 PC 2.2	Presents clear and concise information in a clear and concise manner	<input type="checkbox"/>
PE 2 PC 2.5	Actively listens, interprets messages, and gives appropriate responses to demonstrate they have understood the message	<input type="checkbox"/>
PE 3 PC 2.3, 2.4 PC 3.1-3.2	Communicates effectively, seeking feedback, confirming mutual understanding and ensuring there is a documentary record of actions and taken	<input type="checkbox"/>
PC 1.3-1.6	Uses knowledge and experience of the organisation, its environment and personnel to select the best approach for communicating to achieve the desired outcome and overcome barriers to communication.	<input type="checkbox"/>
PC 1.5	Uses technology to enhance communication and document outcomes when appropriate without undue reliance on a single communication method	<input type="checkbox"/>
PC 1.7 PC 3.1	Complies with organisational policies and procedures that relate to communication	<input type="checkbox"/>
PC 1.7	Complies with legislative requirements for communication including privacy and anti-discrimination	<input type="checkbox"/>
PC 2.1	Presents documented reports that are clear and appropriately formatted	<input type="checkbox"/>
PC 3.3	Actively seeks opportunities to improve own leadership skills and promote improvements in communication within the organisation	<input type="checkbox"/>

Please provide a few comments on your personal evaluation of the candidate and the way that they communication in their work role as a leader.

Signed

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Competency Conversation

A competency conversation is a meeting between you and your assessor, where you discuss and explain your work experience. It is an informal discussion - not an examination. The competency conversation may be face to face or by telephone, Skype or other means of communication.

Your assessor will make notes of your responses. They may ask if you consent to having your responses recorded, so that they have an accurate and complete record. You have the right to refuse recording of your voice or videoing the meeting.

The following is a list of the types of questions your assessor is likely to ask. They are provided in advance, so that you can prepare for the meeting. Consider the questions and think about how you will respond.

Your assessor may suggest that you submit typed answers prior to the competency conversation, as this can reduce the time and cost of the assessment. If your typed answers are sufficient, the competency conversation may not be necessary.

Answers to prepare:

Main question – to start the discussion:

What strategies and techniques do you use as a leader so as to ensure that you communicate effectively with your team, internal personnel and external personnel?

Supplementary questions – to follow up on a question:

How would you describe a manager who communicates effectively?

What different communication methods do you use in the workplace – electronic and non-electronic, and how do you choose which is the best communication method for a situation?

What is active listening and why is it important?

What methods do you use to seek and give feedback and for what purposes?

As a team leader, what are your responsibilities for communication within the team, the organisation and externally?

What are the main barriers to effective communication in a workplace context?

In verbal communication, the words are not the only means of communication. What else is there and how do you ensure your verbal communication techniques are appropriate?

What kinds of non-verbal cues can be transmitted and received in face to face communication? How do you use this?

What organisational policies and procedures and legislative requirements have a relationship to workplace communication and how do you comply?