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| Title | **Communicate in different work contexts** | | |
| Level | **1** | **Credits** | **5** |

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| Purpose | This competency standard is intended to apply basic communication skills in a variety of work contexts. People holding credit for this competency standard are able to: Gather, convey, and receive information; apply routine face-to-face communication; apply visual communication; and complete relevant work related documents. |

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| Classification ISCED | 0713 Electricity and energy |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **B1:**  **Gather, receive and convey information** | **P1-** Gather, receive and respond verbal and written actions  **P2-** Clarify understanding by asking questions Convey instructions  **P3-** Convey instructions | **K1-** Types of verbal and non-verbal messages  **K2-** Purpose and function of communication devices  **K3-** Question techniques |
| **B2:**  **Apply routine face-to-face communication** | **P1-** Receive and follow routine instructions  **P2-** Carry out procedures according to requirements  **P3**- Access and interpret information from a range of sources  **P4-** Complete verbal and/or written reporting | **K1-** Purpose of instructions  **K2-** Purpose of set requirements  **K3-** Different types of sources  **K4-** Purpose of reporting; Types of reports |
| **B3:**  **Apply visual communication** | **P1-** Obtain and acknowledge attention of communicating parties  **P2-** Clarify and confirm the intention of visual communication | **K1-** Methods of official correspondence  **K2-** Visual communication skills |
| **B4:**  **Complete relevant work related documents** | **P1-** Complete range of forms  **P2-** Complete job cards | **K1-** Examples of work forms and their purpose  **K2-** Purpose of job cards |