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| Title | **Communicate in different work contexts** |
| Level | **1** | **Credits** | **2** |

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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, convey and receive information** | **Trainee will be able to:****P1-** Gather and respond verbal and written actions**P2-** Receive and respond verbal and written actions**P3-** Convey instructions **P4-** Clarify understanding by asking questions | **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** | **Trainee will be able to:****P1-** Receive routine instructions**P2-** Follow routine instructions**P3-** 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** | **Trainee will be able to:****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** | **Trainee will be able to:****P1-** Complete range of forms **P2-** Complete job cards | **K1-** Examples of work forms and their purpose**K2-** Purpose of job cards |