### RPL Standard



### CHCCOM002 – Use communication to build relationships

**How to complete this form:**

Complete all areas in **blue** on the following pages by providing information on your previous skills and qualifications using the information below as a guide.

**Unit Description:**

### This unit describes the skills and knowledge to apply specific communication techniques to establish, build and maintain relationships with clients, colleagues and other stakeholders based on respect and trust. This unit applies to work across a range of workplace contexts where workers at all levels may communicate with individuals and/or groups both in person and in writing.

### To gain RPL for this unit of competency the applicant must meet the following benchmarks along with providing evidence that their current level of knowledge and skills is

relevant to all performance criteria, knowledge and **performance evidence**.

**The applicant must provide evidence of the following to gain RPL for this unit:**

* The applicant must have industry experience within a health service where direct client contact is involved, this can be within work placement from previous health courses.
* Applicants who may have completed a similar unit within a health course where they have established and managed difficult situation with a client, colleague or service provider
* The applicant must demonstrate knowledge of all Performance Criteria, Essential Knowledge and Skills

**Example Evidence:**

### Relevant transcript & certificate

### Evidence of working within the industry; Letter from employer, Resume

### Evidence of work within a health industry where direct client feedback is completed and responded appropriately

### Completion of ACFB e-learning quiz/oral questioning related to work within a massage practice. If required, this will be completed after enrolment.

**Evidence MUST include, but not limited to:**

### Copy of minimum three (3) types of written correspondence in accordance with organisation communication protocols;

### Staff meetings minutes

### Emails

* Monthly bulletins
* Evidence of facilitating one (1) staff meeting to resolve a workplace issue, include meeting minutes
* Evidence of managing facilitated resolution of one (1) difficult situation with a client, colleague or service provider

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### *Unit Evidence Description*



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| **Applicant Name** |  |  |  |



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| 22316VIC | | Advanced Diploma of Myotherapy | | **CHCCOM002** | Use communication to build relationships | **Office Use Only** | |
| **Type of Unit:** Core | | **Prerequisite:** HLT50307 or HLT52015 | |
| **Elements / Performance Criteria** | | | **EVIDENCE***(Applicant; Explain in detail how your evidence relates to the required knowledge listed)* | | | **Sufficient** | **F.E.R.** |
| 1. **Communicate with clients and co-workers** | | | | | | | |
| **1.1** | Identify and use appropriate communication techniques to communicate with clients and colleagues | |  | | |  |  |
| **1.2** | Communicate in a manner that demonstrates respect, accepts individual differences and upholds rights | |  |  |
| **1.3** | Represent the organisation appropriately and in accordance with communication policies and protocols | |  |  |
| **1.4** | Provide information to clients and service providers in accordance with communication policies and protocols | |  |  |
| 1. **Address communication needs** | | | | | | | |
| **2.1** | Recognise and support communication needs of clients, colleagues and external networks | |  | | |  |  |
| **2.2** | Facilitate access to interpreter and translation services as required | |  |  |
| **2.3** | Identify and address problems and communication barriers | |  |  |
| **2.4** | Defuse conflict or potentially difficult situations with clients and colleagues and refer in accordance with organisational requirements | |  |  |
| **2.5** | Seek and respond to feedback on the effectiveness of communication with clients, colleagues and external networks | |  |  |

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| 1. **Facilitate meetings** | | | | |
| **3.1** | Pro-actively identify and respond to professional development opportunities |  |  |  |
| **3.2** | Develop and adjust work practices as part of ongoing practice development |  |  |
| **3.3** | Develop an agenda and list of invited participants in consultation with appropriate people |  |  |
| **3.4** | Communicate details of the meeting to the participants and other stakeholders in accordance with organisation communication protocols |  |  |
| **3.5** | Contribute to and follow objectives and agendas for meeting |  |  |
| **3.6** | Provide opportunities to fully explore all relevant issues and provide relevant information |  |  |
| **3.7** | Use strategies that encourage all members to participate equally, including seeking and acknowledging contributions from all members |  |  |
| **3.8** | Minute or record meeting in accordance with organisation requirements |  |  |
| **3.9** | Evaluate meeting processes and identify lessons learned or opportunities for improvement |  |  |

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| **Knowledge Evidence** | **EVIDENCE**  (please explain in detail how your evidence relates to each of the required knowledge listed) | **Office Use Only** | |
|  | | **Sufficient** | **F.E.R.** |
| Organisation communication policies and protocols |  |  |  |
| Different communication styles and techniques, and how they impact on interpersonal communication, including:   * Strategies for effective interpersonal communication * Person centred and rights based approaches * Cross-cultural communication protocols * Non-verbal communication cues * Group processes and dynamics * Motivational interviewing versus coercive approach * Collaboration versus confrontation |  |  |  |
| Communication strategies to:   * Build and maintain relationships and trust * Facilitate workplace meetings * Negotiate for optimal outcomes * Deliver business presentations * Address barriers * Solve problems and resolve conflict |  |  |  |
| Types of interpretation and translation services specific to the client group, and how to access them |  |  |  |
| Factors that commonly contribute to the development of communication barriers including high emotions, mistrust or misunderstandings |  |  |  |
| Professional relationship boundaries |  |  |  |
| Digital media and use in community services and health sector, including:   * Web * Email * Social media * Podcast and videos * Tablets and applications * Newsletters and broadcasts * Intranet |  |  |  |
| Written correspondence protocols and style guides, including letters, emails, minutes, case notes, reports |  |  |  |

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| **Performance Evidence** | **EVIDENCE** *(This evidence will be collected via documents outlined on first page & oral questioning if required)* | **Office Use Only** | |
|  | | **Sufficient** | **F.E.R.** |
| Obtained feedback from 3 clients or colleagues on effectiveness of communication and responded appropriately | This evidence will be collected via submission of documentation requested on the first & second page. |  |  |
| Prepared 3 types of written correspondence in accordance with organization communication protocols | This evidence will be collected via submission of documentation requested on the first & second page. |  |  |
| Facilitated resolution of 1 difficult situation with a client, colleague or service provider | This evidence will be collected via submission of documentation requested on the first & second page. |  |  |
| Facilitated 1 meeting around a workplace issue | This evidence will be collected via submission of documentation requested on the first & second page. |  |  |

**Office Use Only**

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| **RPL Outcome** | | | | |
| **RPL Achieved** | Yes □ | No □ | |
| **Further Evidence Required** | Yes □ | No □ | |
| **Further Evidence *(list of required evidence)*** | | | | |
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| *RPL Assessor Name:* | | | *Date:* | |