

UNIT OF COMPETENCE: CHCCOM2A
Communicate appropriately with clients
and colleagues

Elements (activities)	Possible sources of evidence
<p>Exercise effective communication techniques demonstrating</p> <ul style="list-style-type: none"> ▪ Understanding & respect for individual differences & needs ▪ Appropriate self introduction ▪ Clear and relevant to task ▪ Use of appropriate touch and other non verbal communication ▪ Help sought and implemented when required 	<p>Observation Questioning Evidence gathered from workplace Testimonials from clients and colleagues in the workplace Telephone Skills Developments Check list <ul style="list-style-type: none"> ▪ Difficulties they have encountered ▪ Peer assessment </p>
<p>Follow routine instructions</p> <ul style="list-style-type: none"> ▪ Instructions carried out in time frames agreed ▪ Clarification of instructions sought where required ▪ Help sought and implemented when required 	<p>Role play Self assessment Work journal Observed tasks carried out</p>
<p>Complete reports as required</p> <ul style="list-style-type: none"> ▪ Reports completed to meet required standard ▪ Time frames met ▪ Clarity and accuracy demonstrated 	<p>Work samples – reports, letters, designs Testimonials from clients and colleagues in the workplace</p>

Evidence demonstrating the total picture of the Unit of competency including:

- Dimensions of competency
- Key competencies
- AQF level
- Workplace application