

Recognition for Unit of Competency

Unit Number: **NSWTCOM702A**

Unit Name: **Apply communication skills for a strategic purpose in an environment of ch**

Teaching Section: **Communication**

Step 1: Read the unit competency requirements (If you have the skills/knowledge to meet these elements, go to step 2)

Unit Descriptor: This unit describes the skills and knowledge required to contribute to the process of change in workplace or community contexts. It includes skills and knowledge to examine sources of change, change processes and communication strategies used by managers to effectively implement change in an organisation. It also includes the implementation and evaluation of communication strategies used to implement change and to build capability in a specific context.

ELEMENTS	PERFORMANCE CRITERIA
1. Identify the need for change in a workplace or community	<ul style="list-style-type: none"> Identify an issue requiring a strategy to introduce and manage change Identify the social, government, community or organisational factors contributing to the issue Analyse the impact of the issue on individuals, groups and cultures within the organisation Identify alternative change processes that could be used to respond to the issue
2. Develop and implement a communication strategy to support the implementation of change	<ul style="list-style-type: none"> Determine communication strategies that could support the implementation of change Identify the potential advantages and disadvantages of the communication strategies Evaluate the communication strategies to determine their relative appropriateness including ethical considerations Select one or more strategies and develop and implement a communication plan Apply strategies to liaise and consult with stakeholders, to engage them in change processes and build positive attitudes
3. Develop an evaluation plan to determine the effectiveness of a communication strategy used to implement change in an organisation	<ul style="list-style-type: none"> Determine appropriate evaluation criteria Prepare an evaluation plan Seek feedback on the plan and amend as required

Step 2: Complete your personal and unit details

TAFE NSW
 Student Number: Last Name: First Name:

SAM Number: Unit Number: Unit Name:

Step 3: List your evidence for recognition

List your evidence below providing as much detail as possible. **Note:** recognition can only be granted for a full unit of competency. If you can meet most of these elements but not all, contact the appropriate teaching section to discuss gap training.

Attach additional paper if more space is required.

Qualifications &/or formal statements	Professional Development & Training	Work Experience	Other Experience & Skills
List your qualifications and/or formal statements relevant for this unit. Evidence may include: Statement of Attainment, Certificate, Diploma etc.	List any other training and development activities completed at work. Eg: Staff Development Activities, Training Sessions, One to one training by a qualified senior staff member.	List what you do or have done at work that meets the unit description. Eg: activities, duties, projects. etc. Evidence may include: letter of confirmation from your employer, duty statement.	List your membership of organisations, voluntary work, community work or self employment/home business. Evidence may include: membership certificate, reference letter from clients.

Student Declaration All information I provide to support this application is true and correct.

Recognition Granted: YES NO

Signature of Student:	<input type="text"/>			Reason for Non Approval (if applicable):	<input type="text"/>		
Date submitted:	/ /						
Name of Assessor:	<input type="text"/>						
Signature of Assessor:	<input type="text"/>			Date Processed:	/ /		

Step 4: Attach all certified documents and sign the Student Declaration

Do not send original qualifications, formal completion statements or membership certificates. Instead, supply certified copies. Certified means you need to have your original documents sighted and a copy signed by:

- a Justice of the Peace (JP) or any Officer of the Court
- a teacher or Course Information Office at OTEN
- a TAFE NSW staff member

To find your local JP visit <http://jp.lawlink.nsw.gov.au/public/>.

Note: If your name is different from that on the evidence documents you are submitting, you will also need to provide certified proof of your change of name, eg Marriage Certificate.

Step 5: Complete the **PURPLE** 'Enrolment Adjustment-Recognition of prior learning and previous studies form for submission with your application.

Once completed, the PURPLE Enrolment Adjustment form must be attached to the top of all documentation ready for submission. It is important to keep copies of all completed forms for your own reference.

Step 6: Secure all documentation and submit (by post or in person)

Electronically submitted versions will not be accepted. Applications must not be faxed or emailed, as the Assessor and the Delegate must sight the original signatures of certification, as well as the applicant's own original signature.

Important notes: Recognition applications will only be processed for currently enrolled students. If not currently enrolled, you need to apply to enrol by completing an OTEN Enrolment Application form that you must include with your recognition application.

Submit your completed application by post or in person to:

If currently enrolled

Recognition Officer

OTEN

51 Wentworth Road

STRATHFIELD NSW 2135

If not currently enrolled (with your completed OTEN Enrolment Application form)

Student Services

OTEN Student Services - Enrolments

Locked Bag 2012

STRATHFIELD NSW 2135