

# Recognition for Unit of Competency

Unit Number: **FNSICGEN301A**

Unit Name: **Communicate in the workplace**

Teaching Section: **Accounting**

## 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 covers the fundamental communication skills needed to work in any sector of the finance industry. It includes the skills needed for interacting with customers, internal and external, and for giving, receiving and recording information.

ELEMENTS	PERFORMANCE CRITERIA
1. Use a range of techniques to gain workplace information	<ul style="list-style-type: none"> <li>• Instructions are followed and, where necessary, questions are asked to clarify what is required</li> <li>• Information is accessed from record systems and used according to instructions</li> <li>• Organisational procedures and policies related to workplace information are understood and implemented appropriately</li> <li>• Information is acquired and used appropriately for its purpose</li> <li>• Information is received orally using effective telephone techniques where necessary</li> <li>• Clarification is sought from appropriate personnel, as required.</li> </ul>
2. Communicate information to others using a range of techniques	<ul style="list-style-type: none"> <li>• Clear speech and language appropriate to the audience are used when communicating information</li> <li>• Information is accurately conveyed</li> <li>• Understanding of information is confirmed</li> <li>• Contributions are made to team discussions and informal meetings</li> <li>• Routine correspondence is prepared following industry and organisation standards</li> <li>• Numbers are used to carry out calculations as required.</li> </ul>
3. Interact with others to achieve workplace outcomes	<ul style="list-style-type: none"> <li>• Effective verbal and non-verbal communication techniques are used to convey messages and information</li> <li>• Communication with people from diverse backgrounds is based on respect and sensitivity</li> <li>• Own role in achieving workplace outcome is defined</li> <li>• Cooperation and negotiation skills are used to fulfil workplace requirements and solve problems</li> <li>• Constructive contributions are made to group decision making processes.</li> </ul>

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| 4. Record workplace information as required | <ul style="list-style-type: none"><li>• Workplace forms and documents are completed, either manually or electronically, in a clear, concise and easy to read format</li><li>• Workplace records are kept up-to-date</li></ul> |
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<b>TAFE NSW</b> <b>Student Number:</b>	<input type="text"/>	<b>Last Name:</b>	<input type="text"/>	<b>First Name:</b>	<input type="text"/>
<b>SAM Number:</b>	<input type="text"/>	<b>Unit Number:</b>	<input type="text"/>	<b>Unit Name:</b>	<input type="text"/>

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.

Qualifications &/or formal statements	Professional Development & Training	Work Experience	Other Experience & Skills
<p>List your qualifications and/or formal statements relevant for this unit. Evidence may include: Statement of Attainment, Certificate, Diploma etc.</p>	<p>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.</p>	<p>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.</p>	<p>List your membership of organisations, voluntary work, community work or self employment/home business. Evidence may include: membership certificate, reference letter from clients.</p>

**Recognition Granted:** ☐ YES ☐ NO

<b>Signature of Student:</b>		<b>Reason for Non Approval</b> (if applicable):	
<b>Date submitted:</b>	/ /		
<b>Name of Assessor:</b>			
<b>Signature of Assessor:</b>		<b>Date Processed:</b>	/ /

## 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 stuies 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