UNIT MAPPING

# Unit: CHCCOM002 - Use communication to build relationships

**Key:**

Assessment Task 1 (AT1) = Written Questions  
Assessment Task 2 (AT2) = Role-Play Scenarios  
Assessment Task 3 (AT3) = Case Study Analysis  
Assessment Task 4 (AT4) = Observation Checklist  
Assessment Task 5 (AT5) = Third-Party Report

# Performance Criteria

| **ELEMENT** | **PERFORMANCE CRITERIA** | **LEARNING CONTENT AND ACTIVITIES** | **AT1** | **AT2** | **AT3** | **AT4** | **AT5** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| * 1. Communicate effectively | 1.1 Identify and respond to communication needs. | Practice scenarios in identifying needs. |  |  |  |  |  |
|  | 1.2 Use appropriate communication techniques | Role-play using active listening. |  |  |  |  |  |
| * 1. Address communication needs | 2.1 Establish effective relationships using communication. | Guided practice on building rapport. |  |  |  |  |  |
|  | 2.2 Adjust communication style to meet diverse needs. | Case studies on cultural sensitivity. |  |  |  |  |  |
| * 1. Contribute to the workgroup | 3.1 Share information appropriately with others. | Group activity on team communication. |  |  |  |  |  |

# Foundation Skills

|  |  |  |
| --- | --- | --- |
| **SKILL** | **DESCRIPTION** | **ASSESSED BY** |
| Oral communication | Effectively convey and interpret messages. | AT2, AT4 |
| Interpersonal skills | Build rapport and foster positive relationships. | AT3, AT5 |
| Problem solving | Resolve communication barriers in diverse settings. | AT2, AT3 |

# Performance Evidence

The individual must demonstrate the ability to complete the tasks outlined in the elements, performance criteria, and foundation skills of this unit, including evidence of the ability to:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **PERFORMANCE EVIDENCE** | **AT1** | **AT2** | **AT3** | **AT4** | **AT5** |
| Demonstrate effective communication techniques |  |  |  |  |  |
| Adapt communication styles for diverse needs. |  |  |  |  |  |

# Knowledge Evidence

The individual must demonstrate knowledge of:

| **KNOWLEDGE EVIDENCE** | **LEARNING CONTENT AND ACTIVITIES** | **AT1** | **AT2** | **AT3** | **AT4** | **AT5** |
| --- | --- | --- | --- | --- | --- | --- |
| Principles of effective communication. | Interactive workshops and discussions |  |  |  |  |  |
| Strategies for communication barriers. | Case studies and reflective practices. |  |  |  |  |  |
| Cultural considerations in communication. | Group discussion and role-play. |  |  |  |  |  |