

Delivery / Session Plan

MSMSUP102 — Communicate in the workplace

RTO	[RTO name]
Training package	Manufacturing Training Package
Unit release	2 (current)
Delivery mode	in person
Document	Session Plan · version 1.0 · review by [review date]

Session overview

Delivery mode	in person
Total duration	1 weeks
Amount of training	7 hours (supervised)

Practical assessment arrangement

The unit's assessment conditions require a hands-on assessment environment. Assessment cannot be completed by online knowledge tasks alone.

The following practical assessment arrangement satisfies the unit's assessment conditions:

- Simulated environment
- RTO facility / equipment: Classroom, Simulated processing plant

Each element below is delivered as one or more sessions. Timings and dates are indicative and completed by the trainer against the group timetable.

Sessions by element

E1 — Receive and relay messages

Indicative session time: ~85 minutes of learner activity (indicative — from the volume-of-learning allocation; confirm against the group timetable).

Slide / topic	Type	PCs covered	Indicative content
Receive and relay messages	element intro	—	Messages keep the plant coordinated Accuracy affects safety, quality and downtime You will practise receiving, recording and relaying Use workplace...
1.1 Receive a message and confirm understanding	content	1.1	Listen for who, what, where, when and why Use the correct communication channel Check safety-critical details immediately Confirm understanding before acting

Slide / topic	Type	PCs covered	Indicative content
1.2 Accurately record the message	content	1.2	Record promptly, clearly and completely Use approved forms, systems or logbooks Include facts, not assumptions Protect confidential or sensitive information
1.3 Relay the message to the correct person on time	content	1.3	Send the right message to the right person Choose the channel required by urgency and procedure Meet designated timelines Escalate if contact cannot be made
Knowledge check: Receiving and relaying messages	knowledge check	1.1, 1.2, 1.3	Check your understanding Choose the best answer Focus on accuracy, procedure and timing
Element summary	element summary	1.1, 1.2, 1.3	Receive: listen and clarify Record: facts, time, source and action Relay: correct person, correct channel, correct time Escalate safety-critical issues

Assessment for this element: E1 Knowledge Questions — Receiving and relaying messages (knowledge questions); E1 Observation — Receive, record and relay a message (observation).

E2 — Interpret messages

Indicative session time: ~85 minutes of learner activity (indicative — from the volume-of-learning allocation; confirm against the group timetable).

Slide / topic	Type	PCs covered	Indicative content
Element 2: Interpret messages	element intro	—	Messages must be understood before you act Check meaning, then respond correctly Use signs, codes and documents as information sources Fix communication...
2.1 Clarify message if necessary	content	2.1	Stop if the message is unclear Check words, numbers, codes and signs Use active listening and questions Confirm before acting Use respectful language and tone
2.2 Take appropriate action	content	2.2	Act only on confirmed meaning Follow procedures and authorisations Use the right document or system Match urgency to the risk Record what must be recorded
2.3 Respond to communication problems	content	2.3	Recognise communication problems early Stay calm and respectful Choose the right communication method Correct records and inform affected people Escalate...
Knowledge check: Interpret messages	knowledge check	2.1, 2.2, 2.3	Check your understanding Choose the best answer Apply safe workplace judgement
Element summary: Interpret messages	element summary	2.1, 2.2, 2.3	Clarify unclear messages Act safely and within authority Use signs, codes and documents correctly Fix communication problems early Escalate when needed

Assessment for this element: E2 Knowledge Questions — Interpreting messages (knowledge questions); E2 Observation — Interpret a message and act (observation).

E3 — Respond to request for information

Indicative session time: ~85 minutes of learner activity (indicative — from the volume-of-learning allocation; confirm against the group timetable).

Slide / topic	Type	PCs covered	Indicative content
Responding to requests for information	element intro	—	A request is not complete until it is understood Use reliable workplace sources Pass information to the right person or section Match the message to the...
3.1 Acknowledge the request and clarify understanding	content	3.1	Acknowledge promptly and respectfully Identify what information is needed Clarify details before searching Check meaning when communication is difficult...
3.2 Access information from appropriate sources	content	3.2	Use approved and current sources Check documents, systems and authorised people Do not rely on memory alone Protect confidential or restricted information...
3.3 Relay information appropriately	content	3.3	Send information to the right person or section Choose the best communication method Use clear, accurate and complete wording Adapt for the receiver's needs...
Knowledge check: Responding to requests for information	knowledge check	3.1, 3.2, 3.3	Check your understanding Choose the best answer for each question Focus on safe and accurate workplace communication
Element summary	element summary	3.1, 3.2, 3.3	Acknowledge and clarify before acting Use approved sources, not assumptions Relay information accurately and to the right place Adapt communication for the...

Assessment for this element: E3 Knowledge Questions — Responding to requests for information (knowledge questions); E3 Observation — Respond to a request for information (observation).

E4 — Complete workplace forms

Indicative session time: ~106 minutes of learner activity (indicative — from the volume-of-learning allocation; confirm against the group timetable).

Slide / topic	Type	PCs covered	Indicative content
Complete workplace forms	element intro	—	Forms create the workplace record Choose the right form for the task Gather facts before writing Complete, check and submit on time
4.1 Select the appropriate form	content	4.1	Start with the purpose of the task Use the current approved form Check site procedures and supervisors Match codes, signs and form type Ask before using the...
4.2 Assemble information required for form	content	4.2	Collect facts before completing the form Use reliable information sources Record codes, times and equipment IDs Clarify unclear information early Respect...
4.3 Complete workplace form	content	4.3	Write clearly, accurately and respectfully Use approved codes and units Complete all required fields Correct errors the approved way Check before signing

Slide / topic	Type	PCs covered	Indicative content
4.4 Submit workplace form	content	4.4	Submit to the right person or system Meet required timeframes Attach supporting information Keep records as required Follow up urgent or safety-critical items
Knowledge check: workplace forms	knowledge check	4.1, 4.2, 4.3, 4.4	Check your understanding Choose the best answer Apply site procedures
Element summary	element summary	4.1, 4.2, 4.3, 4.4	Right form Right information Clear and respectful completion Correct submission Escalate problems early

Assessment for this element: E4 Knowledge Questions — Completing workplace forms (knowledge questions); E4 Observation — Complete and submit a workplace form (observation).

DRAFT session plan — confirm timings, resources and room bookings before delivery.