



Australian Government

DEFCO406A Transmit and receive messages via voice

Release 2

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Modification History

Release	TP Version	Comments
2	DEF12V2	Layout adjusted. No changes to content.
1	DEF12V1	Primary release.

Unit Descriptor

This unit covers the competency required to process, transmit and receive messages via voice systems within Defence communications workplaces.

Application of the Unit

This unit was developed for communications and information systems operators working within Defence but is applicable to any individual in this field of work.

The processing, transmission and reception of voice messages are key components of the communications requirement within Defence and are fundamental requirements for communications and information systems operators.

Typically operators work independently and as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policies and procedures.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication. In a Defence context, this means that there is no civilian need to hold this unit in order to meet licensing, legislative, regulatory or certification requirements.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for transmission	<p>1.1 Work health and safety (WHS) requirements and recognised safety precautions are applied throughout the activity.</p> <p>1.2 Equipment appropriate to the task is selected and configured in accordance with organisational procedures.</p> <p>1.3 Serviceability of equipment is confirmed and any faults are recognised and reported to supervisor.</p> <p>1.4 Voice messages are processed in accordance with workplace requirements.</p>
2. Transmit and receive messages via voice communications systems	<p>2.1 Messages are transmitted via <i>voice communication systems</i> in accordance with specific workplace and Defence procedures.</p> <p>2.2 Messages are received via voice in accordance with specific workplace and Defence procedures.</p>

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- configure basic circuits
- encourage team members
- follow directives
- follow instructions/directives and report information
- handle classified material correctly
- identify basic equipment faults
- operate communications equipment
- provide timely and accurate reports
- use a variety of verbal and non-verbal communication techniques
- use active listening techniques

Required Knowledge

- basic communication procedures
- basic radio propagation
- classified material handling procedures
- communications ancillary equipment
- composition of teams and roles and responsibilities of team members

- emission theory and control
- message formats
- work health and safety (WHS) practices
- OTAT/OTAR procedures
- radiation hazard (RADHAZ) procedures and awareness
- satellite communications systems terminology and basic operations
- security procedures
- task specific equipment configuration/operation
- techniques for supporting others
- work environment layout

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- correctly prepare communications equipment
- correctly configure communications circuit
- process messages in accordance with specific workplace requirements
- promptly make reports to appropriate personnel
- ensure circuit procedures comply with specific workplace requirements
- comply with WHS/radiation hazard policy
- correctly handle classified material
- observe correct voice procedures
- comply with emission control policy
- maintain security

Consistency in performance

Competency should be demonstrated over time to ensure the individual is assessed across a wide variety of situations within the workplace.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed in the workplace or in a simulated workplace environment.

Specific resources for assessment

Access is required to:

- Defence communications publications
- Defence security publications
- specific workplace operating procedures
- task specific communications equipment

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

Voice communications systems may include:

- Combat net radio
- Radio
- Satellite

Unit Sector(s)

Not applicable.