Australian Government

Department of Education, Employment and Workplace Relations

UEPOPS203A Operate and Monitor Communications System

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

UEPOPS203A Operate and Monitor Communications System

Modification History

Not Applicable

Unit Descriptor

• **Unit Descriptor**	**1**)
	This unit deals with the skills and knowledge required to operate and monitor the application of communications systems.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

• **Prerequisite Unit**(s)	**2**)
Competencies	**2**.**1**)
	There are no prerequisite units.

Employability Skills Information

Refer to the Evidence Guide

Elements and Performance Criteria Pre-Content

5) Elements describe the essential outcomes of a competency standard unit

Performance Criteria describe the required performance needed to demonstrate achievement of the Element. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

• ELEMENT	• PERFORMANCE CRITERIA	
1 Select and use equipment	1.1	The appropriate medium for communication is determined from analysis of available options, previous communication or current circumstances and used in accordance with enterprise guidelines, manufacturer's and/or site requirements
	1.2	Communication procedures for opening, passing and receiving messages are conducted to enterprise/site requirements
	1.3	Communication equipment is used in accordance with manufacturer's and enterprise/site procedures
	1.4	Limitations of communication links are identified and alternatives considered
	1.5	Communication is conveyed logically, concisely and articulately in a manner appropriate to the situation to satisfy job requirements
	1.6	Where appropriate, the teams and individuals roles and responsibilities within the team are identified and, where required, assist in the provision of the on-the-job training
2 Monitor communication system	2.1	Data acquisition is monitored and assessed for quality and action taken in accordance with enterprise/site procedures
	2.2	Effectiveness of communication, including understanding of the intent and content, is confirmed between the parties in accordance with site requirements

• ELEMENT	• PERFORMANCE CRITERIA
	2.3 The need for communication assistance is identified and addressed in accordance with job requirements
3 Complete documentation	3.1 Documentation is updated, logs maintained and equipment problems, abnormalities and status are reported and logged in accordance with enterprise/site procedures

Required Skills and Knowledge

• **REQUIRED SKILLS AND KNOWLEDGE**

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

Evidence shall show that knowledge has been acquired of operating and monitoring communications systems.

The extent of the Essential Knowledge and Associated Skills required follows:

Evidence shall show that knowledge has been acquired for safe working practices of:

- Relevant occupational health&safety regulations;
- Relevant statutory legislation;
- Relevant enterprise/site safety procedures;
- Enterprise/site emergency procedures and techniques;
- Plant status;
- Relevant plant and equipment,
- it's locations and operating parameters;
- Enterprise recording procedures;
- Policies;
- Alternative communication links;
- Communication systems and principles;
- Computers and software

Specific skills needed to achieve the Performance Criteria:

- Apply relevant statutory legislation;
- Apply relevant enterprise/site safety procedures;
- Apply enterprise/site emergency procedures and

- **REQUIRED SKILLS AND KNOWLEDGE**

    techniques;

  - Apply enterprise recording procedures;
  - Communicate information or instructions in a clear and concise manner;
  - Plan and prioritise work;
  - Co-ordinate the operation of equipment to maintain plant integrity,
  - personnel safety and continuity of supply;
  - Apply alternative communication links;
  - Communicate effectively;
  - Apply data analysis techniques and tools;
  - Operate and monitor communication systems.

EE-Oz Training Standards

Evidence Guide

- **EVIDENCE GUIDE**

8) This provides essential advice for assessment of the competency standard unit and must be read in conjunction with the Performance Criteria and the Range Statement of the competency standard unit and the Training Package Assessment Guidelines.

The Evidence Guide forms an integral part of this competency standard unit and shall be used in conjunction with all components parts of this unit and, performed in accordance with the Assessment Guidelines of this Training Package.

Overview of Assessment	**8.1**) Longitudinal competency development approaches to assessment, such as Profiling, require data to be reliably gathered in a form that can be consistently interpreted over time. This approach is best utilised in Apprenticeship programs and reduces assessment intervention. It is the Industry's preferred model for apprenticeships. However, where summative (or final) assessment is used it is to include the application of the competency in the normal work environment or, at a minimum, the application of the competency in a realistically simulated work environment. It is recognised that, in some circumstances, assessment in part or full can occur outside the workplace. However, it must be in accord with Industry and, Regulatory policy in this regard. Methods chosen for a particular assessment will be influenced by various factors. These include the extent of the assessment, the most effective locations for the assessment activities to take place, access to physical resources, additional safety measures that may be required and the critical nature of the competencies being assessed. The critical safety nature of working with electricity, electrical equipment, gas or any other hazardous substance/material carries risk in deeming a person competent. Hence, sources of evidence need to be 'rich' in nature so as to minimise error in judgment. Activities associated with normal every day work have a bearing on the decision as to how much and how detailed the data gathered will contribute to its 'richness'. Some skills are more critical to safety and operational requirements while the same skills may be more or less frequently practised. These points are raised for the assessors to consider when choosing an assessment method and developing assessment instruments. Sample assessment instruments are included for Assessors in

- **EVIDENCE GUIDE**

the Assessment Guidelines of this Training Package.

Critical aspects of evidence required to demonstrate competency in this unit	**8**.2)

Before the critical aspects of evidence are considered all prerequisites shall be met.

Evidence for competence in this unit shall be considered holistically.   Each Element and associated Performance Criteria shall be demonstrated on at least two occasions in accordance with the "Assessment Guidelines - UEP06". Evidence shall also comprise:

- Each Element on at least two occasions.
- A representative body of Performance Criteria demonstrated within the timeframes typically expected of the discipline, work function and industrial environment. In particular this shall incorporate evidence that shows a candidate is able to:

  - Implement Occupational Health and Safety workplace procedures and practices including the use of risk control measures as specified in the Performance Criteria and Range Statement
  - Apply sustainable energy principles and practices as specified in the Performance Criteria and Range Statement
  - Demonstrate an understanding of the Essential Knowledge and Associated Skills as described in 6) Essential Knowledge and Associated Skills of this unit
  - Demonstrate an appropriate level of skills enabling employment
  - Conduct work observing the relevant Anti Discrimination legislation, regulations, polices and workplace procedures

- Demonstrated performance across a representative range of contexts from the prescribed items below:

Knowledge and application of relevant sections of: Occupational, health and safety legislation; Statutory legislation; Enterprise/site safety procedures; Enterprise/site emergency procedures

Acknowledging and prioritising fault communication

Selecting and applying communication systems

Monitoring communication systems

Dealing with an unplanned event by drawing on Essential Knowledge and Skills to provide appropriate solutions

- **EVIDENCE GUIDE**

incorporated in the holistic assessment with the above listed items.

Context of and specific resources for assessment	**8.3**) This unit should be assessed as it relates to normal work practice using procedures, information and resources typical of a workplace. This should include:

- OHS policy and work procedures and instructions.
- Suitable work environment, facilities, equipment and materials to undertake actual work as prescribed by this competency standard unit.

Competency Standards should be assessed in the workplace or simulated workplace and under the normal range of workplace conditions.

Assessment of this unit will be supported with documentary evidence, by means of endorsement stating type and application of work.

In addition to the resources listed above in Context of assessment', evidence should show competency working in confined spaces, with different types of plant and equipment as well as different structural/construction types and method and in a variety of environments

Method of assessment	**8.4**) This unit shall be assessed by methods given in Volume 1, Part 3 Assessment Guidelines.

Note:
Competent performance with inherent safe working practices is expected in the Industry to which this competency standard unit applies. This requires that the specified Essential Knowledge and Associated Skills are assessed in a structured environment which is primarily intended for learning/assessment and incorporates all necessary equipment and facilities for learners to develop and demonstrate the Essential Knowledge and Skills described in this unit.

Concurrent assessment and relationship with other units	**8.5**) There are no recommended concurrent assessments with this unit, however in some cases efficiencies may be gained in terms of learning and assessment effort being concurrently managed with allied competency standard units where listed.

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  Nil

Key competencies   **8**.**6**)

Evidence that particular key competencies have been achieved within this competency standard unit is in the context of the following Performance Criteria of evidence. See Volume 2, Part 4 for an explanation of Key competencies and levels of this Training Package.

Key competencies	Example of Application	Performance Level
How are ideas and information communicated within this competency?	Refer to the following example of application: Sharing information orally or in writing in simple English to confirm work requirements. Discussion may take place with supervisors or others in the work group.	1
How can information be collected, analysed and organised?	Refer to the following example of application: Accessing information required for operating the plant / equipment, including operating procedures and work instructions.	1
How are activities planned and organised?	Refer to the following example of application: Planning the required activity, to include co-ordination and use of equipment, materials and tools to avoid backtracking and rework.	1
How is team work used within this competency?	Refer to the following example of application: Teamwork may be applied in communicating the methods and procedures for the operation of the plant and equipment.	1
How are mathematical ideas and techniques used?	Refer to the following example of application: Calculation of time to complete tasks, estimation of distances, levels, loads and material requirements.	1

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How are problem solving skills applied?	Refer to the following example of application: Follow established operational procedures.	1
How is use of technology applied?	Refer to the following example of application: Access, communicate, measure and record information with regard to operations and performance of plant and equipment.	1

Skills Enabling Employment	**8**.7) Evidence that competency in this unit incorporates skills enabling employment is in the context of the following performance. See Volume 2, Part 5 for definitions and an explanation of skills enabling employment.

	Skills for Employment	**Example of Application**
1	Developing and using skills within a real workplace	Refer to the following example of application: Completion of tasks within an acceptable timeframe and performance under supervision.
2	Learning to learn in the workplace	Refer to the following example of application: Recalling of knowledge and development of practical skills.
3	Reflecting on the outcome and process of work task	Refer to the following example of application: Recognition that performance of a work task meets the accepted standard.
4	Interacting and understanding of the context of the work task	Refer to the following example of application: Completion of work tasks to meet the team's goals.
5	Planning and organising the meaningful work task	Refer to the following example of application: Achievement of work tasks in a timely manner which contributes to the team's objectives.
6	Performing the work task in non-routine or contingent	Refer to the following example of application: Complete the assigned work task to meet timelines and to seek

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situations	supervisor assistance as required.

Range Statement

- **RANGE STATEMENT**

7) This relates to the competency standard unit as a whole providing the range of contexts and conditions to which the Performance Criteria apply. It allows for different work environments and situations that will affect performance.

Medium for communications may include facsimile, telephone, radio, other electronic medium, memo, letter, report form, log book, switchboard, e-mail, pager, intercom, CB, poster, personal contact, signal and body language

Information and documentation sources may include verbal or written communications; enterprise safety rules documentation; enterprise operating instructions; dedicated computer equipment; enterprise/site standing and operating instructions; enterprise log books; manufacturer's operation and maintenance manuals; and equipment and alarm manuals

Communication procedures may include protocol, appropriate forms/log books, telephone answering procedure and radio procedure

Limitations may be radio/mobile phone dead spots, weather conditions, customer language barriers, customers lack of technical knowledge and incoherent or irate callers

Generic terms are used throughout this Training Package for vocational standard shall be regarded as part of the Range Statement in which competency is demonstrated. The definition of these and other terms are given in Volume 2, Part 1.

Access skills and knowledge for employment

This unit is not suitable for work entry and is intended for building upon competencies previously acquired.

Unit Sector(s)

Not Applicable

Literacy and numeracy skills

Literacy and numeracy skills	**2.2**)
	Participants are best equipped to achieve this unit if they have reading, writing and numeracy skills indicated by the following scales. Description of each scale is given in Volume 2, Part 3 Literacy and Numeracy
	Reading 2 Writing 2 Numeracy 2
• **Application of the Unit**	**3**)
	This unit is intended to augment formally acquired competencies. It is suitable for employment-based programs under an approved contract of training.
License to practise	**3.1**)
	The skills and knowledge described in this unit do not require a licence to practise in the workplace. However, practice in this unit is subject to regulations directly related to Occupational Health and Safety and where applicable contracts of training such as apprenticeships and the like.

Competency Field

Competency Field	**4**)
	Operations.