Australian Government

Department of Education, Employment and Workplace Relations

UEPOPS203B Operate and monitor communications system

Release: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

UEPOPS203B Operate and monitor communications system

Modification History

Not applicable.

Unit Descriptor

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

Application of the Unit

Application of the Unit	**2)**
	This unit is intended to augment formally acquired competencies. It is suitable for employment-based programs under an approved contract of training.

Licensing/Regulatory Information

License to practice	**3)**
	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.

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Pre-Requisites

Prerequisite Unit(s) **4)**

Competencies   **4.1)**

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed.
Where pre-requisite pathways have been identified. All competencies in the Common Unit Group must be have been completed.
There are no pre-requisite units

Literacy and numeracy skills   **4.2)**

Participants are best equipped to achieve this unit if they have reading, writing and numeracy skills indicated by the following levels. A description of what each level entails is provided in Section 2.3.1 Language, Literacy and Numeracy.

Reading 2   Writing 2   Numeracy 2

Employability Skills Information

Employability Skills **5)**

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.

Elements and Performance Criteria Pre-Content

6) 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.

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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
		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

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Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Evidence must show that knowledge has been acquired of safe working practices and communication systems.

All knowledge and skills detailed in this unit should be contextualised to current industry practices and technologies.

KS01-PO203B   Communication Systems

Evidence shall show an understanding of communication systems to an extent indicated by the following aspects:

T1   Use of a range of electronic communication tools including:

- facsimile;
- telephone (POTS and mobile);
- two-way radio or CB radio;
- SMS messaging;
- personal computers;
- e-mail;
- Internet/Intranet messaging;
- pager; and
- intercom

according to licensing regulations, enterprise requirements and manufacturers' instructions.

T2   Use of a range of non-electronic communication tools, including:

- spoken communication; and
- hand signals.

T3   Communication protocols and procedures required when using the following mediums:

- facsimile;
- telephone (POTS and mobile)
    - answering procedures
    - limitations of mobile phones including black/dead spots;
- two-way radio or CB radio
    - call signs
    - calling in and signing off
    - Privacy and security
    - using common channels and repeaters
    - limitations including black/dead spots;
- SMS messaging;
- E-mail

REQUIRED SKILLS AND KNOWLEDGE

- etiquette;
- Internet/Intranet messaging
  - privacy and security;
- pager;
- intercom;
- report forms;
- log books;

T4   Interpersonal communication

- communicating facts clearly;
- communicating technical concepts to non-technical people;
- active listening skills;
- dealing with difficult, angry or irate people;
- on-the-job training techniques.

T5   Enterprise Recording Procedures

- Reports;
- Logs;
- Databases;
- Escalation procedures

Evidence Guide

EVIDENCE GUIDE

9) 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	**9.1)**
	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

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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 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 the Assessment Guidelines of this Training Package.

Critical aspects of evidence required to demonstrate competency in this unit	**9.2)**

Before the critical aspects of evidence are considered all pre-requisites 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 – UEP12". Evidence shall also comprise:

- Each Element on at least two occasions
- A representative body of work performance 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 employability skills

- 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 incorporated in the holistic assessment with the above listed items.

Context of and specific resources for assessment	**9.3)**

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

9.4)

This unit shall be assessed by methods given in Section 1.3.00 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 be 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

9.5)

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.
Nil

Range Statement

RANGE STATEMENT

10) 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 Section 2.1 Preliminary Information and Glossaries.

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.

Competency Field

Competency Field   11)

Operations