



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **DEFIN010A Communicate in a surveillance environment**

**Release: 1**

## **DEFIN010A Communicate in a surveillance environment**

### **Modification History**

Not applicable.

### **Unit Descriptor**

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This unit covers the competency required to effectively communicate in a surveillance team via portable and vehicle communications equipment.

### **Application of the Unit**

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This unit is applicable to workers within the intelligence environment.

Application of this unit involves communication in a surveillance environment using a variety of communications equipment.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

#### **Employability Skills**

This unit contains employability skills.

#### **Pre-requisite Unit/s**

Nil

## 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 the communications systems in a covert environment**

- 1.1 Communication modes and *equipment* are identified and tested to ensure effective links within the communications net
- 1.2 Problems in the system are identified and addressed to maintain communication channels in a covert environment

2. **Use communication equipment and tools**

- 2.1 Communication equipment is operated and maintained to ensure effective and efficient communications
- 2.2 *Alternative communication* procedures are identified and utilised
- 2.3 Communication equipment is used in a covert manner to assist operative/s to minimise the chance of exposure or compromise

3. **Communicate effectively in a covert environment**

- 3.1 Clear, correct, concise, timely and relevant *information* is communicated
- 3.2 Accurate, timely and appropriate listening and response techniques are used to facilitate subsequent action and decision-making
- 3.3 Communications procedures are implemented in accordance with organisational policy

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required Skills

- apply a systematic process in organising and conducting a surveillance operation within limited timeframes and resources
- communicate effectively in writing, in particular provide clear comprehensive, accurate and chronologically sequenced written documentation
- communicate effectively orally (listen, establish rapport, negotiate, manage conflict)
- maintain and apply operational safety procedures and skills during a surveillance operation
- make decisions and solve problems to accommodate contingencies during surveillance of subjects
- use various modes of communication equipment, radio operation and transmission patterns and secure transmission limitations

#### Required Knowledge

- attributes of various modes of communication, radio operation and transmission patterns and secure transmission limitations
- correct interpretation of all applicable laws, policies and procedures
- ethical practice, diversity and cultural issues
- organisational occupational health and safety policies, procedures, guidelines and policy environments within which operations will be conducted
- role and functions of other agencies who conduct surveillance
- security issues and classifications
- surveillance principles and the range of surveillance techniques

## Evidence Guide

### 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

- Nil

#### Consistency in performance

Competency should be demonstrated in the workplace or in a simulated surveillance context.

#### Context of and specific resources for assessment

##### Context of assessment

Competency must be assessed over time in a range of workplace or simulated surveillance situations.

##### Specific resources for assessment

Access is required to:

- communications equipment.

#### Method of assessment

In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook.

Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an industry-approved simulated work environment.

Forms of assessment that are typically used include:

- direct observation
- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions.

## Range Statement

### 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.

<b>Communication equipment may include</b>	<ul style="list-style-type: none"> <li>Covert attachments</li> <li>Encryption equipment</li> <li>Mobile phones</li> <li>Portable radio</li> <li>Portable vehicle radio</li> <li>Repeaters or any other communications device</li> <li>Vehicle radio</li> <li>Any equipment available in the operational circumstances</li> </ul>
<b>Alternative communication may include</b>	<ul style="list-style-type: none"> <li>Use of hand signals</li> </ul>
<b>Information may include</b>	<ul style="list-style-type: none"> <li>Description of persons, vehicles, places or objects</li> <li>Intelligence and evidence obtained</li> <li>Operational information</li> <li>Operative actions</li> <li>Subject movements and other events</li> <li>Warnings to stakeholders</li> </ul>

### Unit Sector(s)

Not applicable.