



Australian Government

PMASUP311 Operate communications hub

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to PMASUP311A Operate communications hub

Application

This unit of competency covers the skills and knowledge required to use a range of communication equipment and ensure that required communications are completed.

This unit of competency applies to any type of communication that passes through, or is initiated by, the communications hub.

This unit of competency applies to panel operators and those in similar roles who are required to choose the appropriate communication mode, receive and initiate communications, determine and prioritise actions required from communication, check that communications have been received and actions initiated, and identify problems and take appropriate action.

This unit of competency applies to an individual working alone or as part of a team or group and working in liaison with other shift team members and the control room operator, as appropriate.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1	Use communication modes	1.1	Turn equipment on/off as appropriate
		1.2	Charge or replace batteries or arrange maintenance to ensure equipment remains operational
		1.3	Follow appropriate protocols for each communication mode being used

- 1.4 Select appropriate mode for use
 - 1.5 Ensure communication used is safe for environment
- 2 **Deal with incoming communications**
 - 2.1 Receive communication
 - 2.2 Determine action required from communication
 - 2.3 Prioritise communication in keeping with all current activities
 - 2.4 Decide which communications to action, when and how
 - 2.5 Maintain confidentiality as appropriate
 - 2.6 Take action required by communication in the current circumstances
 - 2.7 Ensure communication reaches its intended destination in an appropriate timeframe
- 3 **Initiate communications**
 - 3.1 Translate process issues into communications as required
 - 3.2 Identify stakeholders for any required communication
 - 3.3 Prioritise communications in keeping with all current activities
 - 3.4 Select appropriate communication mode
 - 3.5 Communicate as required within an appropriate timeframe
- 4 **Verify communication**
 - 4.1 Identify communications which require follow through
 - 4.2 Identify communications delayed due to other priorities
 - 4.3 Check all required communications have been received
 - 4.4 Check appropriate actions have been initiated
 - 4.5 Identify cause of non-communication/inappropriate action and take required action

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework

The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines
- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

All operations to which this unit applies are subject to stringent health, safety and environment (HSE) requirements, which may be imposed through state/territory or federal legislation, and these must not be compromised at any time. Where there is an apparent conflict between performance criteria and HSE requirements, the HSE requirements take precedence.

Procedures

All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets

- temporary instructions
- any similar instructions provided for the smooth running of the plant

Communication modes Communication modes will be selected as appropriate from:

- radios
- phones
- email
- computer messaging
- public address (PA) system
- written
- verbal

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=9fc2cf53-e570-4e9f-ad6a-b228ffdb6875>