



**Australian Government**

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

# **PUADEF0406A Transmit and receive messages via voice**

**Revision Number: 1**

## **PUADEFECO406A Transmit and receive messages via voice**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **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**

#### **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.

### **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 for transmission

- 1.1 Occupational health and safety (OH&S) requirements and recognised safety precautions are applied throughout the activity
- 1.2 Equipment appropriate to the task is selected and configured in accordance with organisational procedures
- 1.3 Serviceability of equipment is confirmed and any faults are recognised and reported to supervisor
- 1.4 Voice messages are processed in accordance with workplace requirements

#### 2. Transmit and receive messages via *voice communications systems*

- 2.1 Messages are transmitted via voice in accordance with specific workplace and Defence procedures
- 2.2 Messages are received via voice in accordance with specific workplace and Defence procedures

## **Required Skills and Knowledge**

### **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
- occupational health and safety (OH&S) 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

## 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 OH&S/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.

## EVIDENCE GUIDE

### 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.

### Voice communications systems may include

Combat net radio  
Radio  
Satellite

## Unit Sector(s)

Not applicable.