Australian Government

Department of Education, Employment and Workplace Relations

PUADEFIN002A Process voice communications

Revision Number: 1

PUADEFIN002A Process voice communications

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor	This unit covers the competency required to process communications in a language other than English to enable information to be reported to appropriate personnel for further analysis and reporting.

Application of the Unit

Application of the Unit	Workers normally perform this activity within routines, methods and procedures, which require some discretion and judgement. The majority of work is performed under supervision, at the same time maintaining high levels of accuracy, personal accountability and security.

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. **Create target text file**	1.1 Target text file is accessed in accordance with ***standard procedures***
	1.2 Text file and message formatting procedures are applied in accordance with standard procedures
2. **Annotate intercept details**	2.1 ***Intercept details*** and ***peripheral information*** are logged in accordance with standard procedures
	2.2 ***Organisational abbreviations*** are used for brevity in accordance with standard procedures
	2.3 ***Information from emission*** is transcribed without losing its original meaning or intent, in accordance with standard procedures
	2.4 ***Message type*** is identified and annotated in accordance with standard procedures
	2.5 Problems encountered during the transcription process are analysed and appropriate actions are taken in accordance with standard procedures
	2.6 Security of information is maintained in accordance with standard procedures
	2.7 Occupational health and safety (OH&S) requirements and safety precautions are applied throughout the process
	2.8 ***Legal requirements*** for activities are identified and applied during the process

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ELEMENT	PERFORMANCE CRITERIA
3. **Report items of interest**	3.1 Basic analysis of information is conducted and significant items of interest are identified in accordance with organisational requirements
	3.2 Significant items of interest are prioritised in accordance with standard procedures and reported to ***appropriate personnel***
	3.3 Completed text file is forwarded to appropriate personnel for checking

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Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

- assess languages in order to determine the language skills required for transcription to occur
- communicateeffectively within the workplace
- follow instructions/directives and report information
- listen effectively
- maintain records and make timely reports
- manage personal work priorities and professional development
- type with a minimum speed of 35 words per minute and an accuracy of 98 percent
- use organisational computer equipment and applications to produce simple workplace documents and for communications intercept
- use workplace and language publications and other reference material to conduct research

Required Knowledge

- antenna theory
- communications procedures
- electromagnetic spectrum
- international 'Q' and 'Z' codes including phonetic alphabet
- international time zones and datelines
- military and organisational abbreviations
- relevant organisational policies and legislation
- reporting procedures and formats
- security procedures
- sound understanding of computer equipment and applications in accordance with workplace procedures
- target language including recognising key words, numbers and phrases in context at an intermediate level
- work environment layout
- workplace orientation and induction procedures

Evidence Guide

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit	• Assessment must confirm the ability to transcribe verbal information in the target language, including recognising key words and phrases, and prioritising these significant items of interest as defined by the workplace. • In particular assessment must confirm the ability to use the correct workplace text file and message formatting procedures to produce a completed text file for further analysis. **Consistency in performance** Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts.
Context of and specific resources for assessment	**Context of assessment** Competency should be assessed under direct supervision and should focus on the individual's ability to: • demonstrate basic practical skills, such as the use of relevant tools/systems • perform a sequence of routine tasks given clear direction • receive and pass on messages/information. In all cases it is expected that targeted questioning to assess the required knowledge by recall will support practical assessment. **Specific resources for assessment** Access is required to: • audio playback equipment • language specific dictionary • workplace specific recording systems.

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.

Standard procedures may include	Australian Quality Training Framework
	Australian Standards
	Defence instructions
	Doctrine pamphlets
	Industry practices
	Job guides and other publications
	Maintenance schedules
	Manufacturers' specifications, procedures and technical instructions
	OH&S requirements and regulations
	Organisational instructions and journals
	Organisational policies and procedures
	Quality control
	Regulatory requirements
	Relevant local government by-laws
	Routine orders
	Security instructions and procedures
	Standard Operating Procedures
	Standing orders
	Workplace agreements
	Written and verbal orders
Intercept details may include	Call signs
	Date and time
	Duration of transmission
	International 'Q' and 'Z' codes
	Type of working
Peripheral information may include	Antenna
	Atmospheric conditions

RANGE STATEMENT

	Frequency
	Intercept site
	Line of bearing
	Mode of transmission
	Operator chat
Organisational abbreviations may include	Approved language abbreviations for place names, common words and acronyms
	Organisational/international prosigns
	Organisational specific codes
Information from emission may include	Fax
	Live communications
	Modem
	Morse code
	Recorded communications
	Voice
Message type may include	Encrypted traffic
	Plain text
Legal requirements may include	Geneva conventions and protocols
	International laws
	Laws of Armed Conflict
	National laws
	Rules of Engagement
	State/territory laws
Appropriate personnel may include	External agencies
	Internal agencies
	Linguists
	Reporters
	Supervisors

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Unit Sector(s)

Not applicable.

Corequisite Unit/s

Co-requisite Unit/s   Nil