PUAOPE002B Operate communications systems and equipment

Revision Number: 1

PUAOPE002B Operate communications systems and equipment

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor	This unit covers the competency to transmit and receive communications in routine and operational situations using the organisation's communication systems and equipment.

Application of the Unit

Application of the Unit	The application of this unit in the workplace - the environments, complexities and situations involved - will be written during Phase II of the Review of the PUA00 Public Safety Training Package.
	This text will be useful for the purposes of job descriptions, recruitment advice or job analysis; where possible, it will not be too job specific to allow other industries to import it into other Training Packages, where feasible.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite Unit/s	Nil

Employability Skills Information

Employability Skills   This unit contains employability skills.

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. **Use communication systems and equipment**	1.1 Equipment is used and operated safely to support communications consistent with organisation's policies and procedures
	1.2 *Communication equipment* and techniques are selected to best meet the task, context and needs of the situation
	1.3 The *communication system* is correctly utilised to facilitate transmission and reception
	1.4 Communication systems are operationally maintained according to organisation's policies and procedures
2. **Transmit and receive communications**	2.1 Information is transmitted concisely and clearly to facilitate accurate reception of the message in accordance with organisation's policy and procedures
	2.2 Contact is acknowledged, communication is confirmed and action initiated
	2.3 Communication faults and deficiencies are reported according to organisation's policy and procedures
	2.4 Alternative communication strategies are employed according to organisational procedures to address identified faults and deficiencies in communication
	2.5 Communication is processed and recorded in accordance with organisation's policies and procedures
3. **Maintain communications equipment**	3.1 Fault finding techniques are applied and basic maintenance conducted according to organisational policies and procedures
	3.2 Faulty equipment is identified and noted for repair

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

- clean and service communication equipment according to organisational procedures
- report communication faults and deficiencies according to organisational procedures
- use verbal communication procedures consistent with the organisation's communication system
- utilise the organisation's communication processes and systems

Required Knowledge

- organisational policy and procedures relevant to the operation of communication equipment
- range of communication equipment available to the organisation
- the organisation's communication system

Evidence Guide

EVIDENCE GUIDE

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit	It is essential for this unit that competency be demonstrated in accurately transmitting and receiving communications using the organisation's communication system and equipment
	Consistency in performance
	Evidence should be gathered over a period of time in a range of actual or simulated workplace environments
Context of and specific resources for assessment	**Context of assessment**
	Observation of the use of a range of communication equipment under non-operational and operational conditions or in a simulated environment
	Specific resources for assessment
	Access to relevant communication equipment
Guidance information for assessment	Information that will assist or guide assessment will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

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.

Communication equipment may include	personal computers and modems
	radio
	facsimiles
	signalling devices
	mobile
	landline and satellite telephones
	pagers
Communication systems may include	organisation's networks
	communication protocols
	verbal communication procedures
	geographical information systems
	relevant legislation such as Telecommunications Act
Verbal communication procedures may include	pro-words
	phonetic alphabet
	call signs
	coded messages
	use of abbreviations
	emergency procedures
Voice procedures may include	rhythm
	speed
	volume
	pitch
	sentences
	correcting mistakes
	repetitions

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Unit Sector(s)

Not applicable.

Corequisite Unit/s

Co-requisite Unit/s   Nil

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