



**Australian Government**

**Assessment Requirements for TLIE3021  
Work and communicate effectively with  
others**

**Release: 2**

# Assessment Requirements for TLIE3021 Work and communicate effectively with others

## Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

## Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant workplace procedures
- communicating effectively in different workplace situations and when using communications equipment
- contributing actively to achieving workplace outcomes
- identifying and using required communications technology in accordance with workplace procedures
- identifying job hazards and taking required action to minimise, control or eliminate identified hazards
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating, adapting to, and monitoring communications equipment and taking appropriate actions, as required, in accordance with operational procedures
- planning own communication style and identifying improvements
- reading and interpreting relevant instructions and procedures
- reporting and/or recording and/or rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- working systematically with required attention to detail without damage to equipment.

## Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- communications techniques including barriers to effective communication and how to

overcome them

- features of various communications systems
- instructions, procedures, information and signs relevant to working with others as a team
- minor routine maintenance procedures for communications equipment
- pre-operational checks for communications systems and equipment
- procedures for promptly reporting and/or rectifying identified misunderstandings and problems, and appropriate ways of dealing with them in accordance with workplace procedures
- protocols and procedures for communicating with others using relevant communications technology
- relevant work health and safety (WHS)/occupational health and safety (OHS) responsibilities
- techniques for communicating effectively with customers with specific needs
- typical problems that may occur when using communications systems, and appropriate action and solutions.

## Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations or, where this is not available, in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>