



**Australian Government**

# **TLIE3021 Work and communicate effectively with others**

**Release: 2**

# 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.

## Application

This unit involves the skills and knowledge required to work and communicate effectively with others in accordance with relevant regulations and workplace procedures.

It includes communicating effectively to achieve required outcomes, working with others, communicating using technology, operating a communications system effectively, using appropriate communications protocols when using a system, and maintaining operational status of communications equipment.

Work is performed under some supervision, generally within a team environment. It involves the application of established communications principles and practice.

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

## Pre-requisite Unit

Not applicable.

## Competency Field

E – Communication and Calculation

## Unit Sector

Rail sector.

## Elements and Performance Criteria

### ELEMENTS

### PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

**1 Communicate effectively to achieve required work outcomes**

- 1.1** Effective listening skills are applied
- 1.2** Questions are used to gain additional information and to clarify understanding
- 1.3** Information received is clarified as required, interpreted and accurately communicated and/or reported in accordance with communications protocols and workplace procedures
- 1.4** Communication is undertaken in varying situations and with familiar and unfamiliar individuals and groups
- 1.5** Appropriate protocols and procedures are followed when using communications systems during emergencies
- 1.6** Responses are sought and provided to others in a timely manner

**2 Work with others**

- 2.1** Forms of communication appropriate to the activity are used
- 2.2** Assistance in completing activities is requested as required
- 2.3** Contributions to achieving a required outcome are made
- 2.4** Work is undertaken in accordance with specified procedures on an individual and shared basis as required
- 2.5** Problems are discussed and resolved where possible through agreed and accepted processes
- 2.6** Suggestions for improvements to processes are made and discussed within the team in accordance with workplace procedures

**3 Communicate using technology**

- 3.1** Communications system features and control functions are identified
- 3.2** Appropriate equipment is selected as fit for purpose for intended communication
- 3.3** Hazards are identified, risks are assessed and risk control measures are implemented

- 3.4** Equipment is optimised for communication in accordance with organisational procedures and policies
- 3.5** Equipment is operated safely in accordance with manufacturer instructions, workplace procedures and regulatory requirements
- 4 Operate communications systems**
  - 4.1** Telephone and radio security is maintained in accordance with workplace procedures
  - 4.2** Channel selection is made appropriate to location and type of communication
  - 4.3** Communications systems are used to communicate with passengers and crew, as required, in accordance with operating procedures
- 5 Maintain operational status of communications equipment**
  - 5.1** Equipment is checked and maintained in working order in accordance with workplace procedures
  - 5.2** Minor communications equipment faults are promptly identified, diagnosed, and repaired or reported in accordance with workplace procedures
  - 5.3** Faulty communications equipment is reported and/or recorded in accordance with workplace procedures

## Foundation Skills

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

## Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

## Unit Mapping Information

This unit replaces and is equivalent to TLIE3021A Work and communicate effectively with others.

## Links

Companion Volume implementation guides are found in VETNet -

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