Australian Government

TLIE3023 Use electronic communication systems

Release: 2

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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 use electronic communications systems in accordance with relevant regulations and workplace procedures.

It involves the application of established communication principles and practices and the use of local technical and colloquial language and vocabulary in day-to-day communication.

It includes identifying system features, operating a communications system effectively, using appropriate communication protocols when using a system, ensuring equipment is operational, identifying any system access requirements and completing documentation.

Work is performed under some supervision, generally in a team environment.

This unit covers activities where a number of different communications systems are used concurrently, including radios, fixed-line and mobile telephones, and computers.

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

Not applicable.

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Apply work health and safety (**WHS**)/occupational health and safety (**OHS**) **principles**	1.1 Information about WHS/OHS requirements when using electronic communications equipment is accessed and interpreted
	1.2 Hazards are identified, risks assessed and control measures implemented
	1.3 Posture and ergonomic settings of chair and workstation are adjusted in accordance with WHS/OHS guidelines
	1.4 WHS/OHS and organisational guidelines on the use of periods of rest and exercise are followed when using electronic communications equipment
2 Identify electronic communications equipment and systems	2.1 Types of electronic communications equipment, component parts and accessories used in work area are identified
	2.2 Applications for workplace activities of different electronic communications systems and, as required, related software, are interpreted
	2.3 Routine faults in operating systems, software applications and operator errors are identified and reported, as required
3 Identify communications equipment features	3.1 Electronic communications systems features and control functions are identified
	3.2 Electronic communications equipment is set up to optimise communication
	3.3 Appropriate communications system is selected, as required
4 Enter data	4.1 Text and numeric data are entered into communications system using appropriate technology, as required
	4.2 Entered information is checked and corrected, as required
5 Use communications equipment	5.1 System checks are carried out to confirm communications system is operational in accordance with organisational requirements

Australian Industry Standards

	5.2	Communications system is operated safely in accordance with organisational procedures and regulatory requirements
	5.3	Communications system security is maintained in accordance with organisational procedures
	5.4	Communications system appropriate for location and type of communication is selected, as required
	5.5	Messages are transmitted clearly, unambiguously and precisely in accordance with ethics and protocols required of users as outlined in organisational procedures
	5.6	Messages are received, interpreted and recorded in accordance with operating procedures and regulatory requirements
6 Complete documentation	**6.1**	Appropriate communications records are maintained in accordance with organisational procedures
	6.2	Documentation is filled in legibly and proofread
	6.3	Documentation is processed in accordance with organisational 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 TLIE3023A Use electronic communication systems.

Links

Companion Volume Implementation Guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851