



Australian Government

Assessment Requirements for TLIF0008 Apply safety critical communications in the rail environment

Release: 1

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Modification History

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:

- allocating attention according to priorities
- applying situational awareness through effective visual scans, use of communication systems, use of rail operation information and use of systems of safe working, in accordance with workplace procedures
- challenging communication errors including safety critical errors, incomplete, unclear or ambiguous information
- communicating in a team by exchanging information through assigning responsibility and acknowledging communication content
- communicating verbal and written safety critical information clearly and concisely
- comprehending and responding to incoming operational information
- formulating and issuing communications messages and questions
- identifying hazards and implementing risk control measures
- identifying specific location by actively communicating with relevant parties confirming specific location
- interpreting and following operational instructions
- interpreting and recording messages
- listening actively
- modifying communications dependent on workplace contingencies, situations and environments
- prioritising responses in accordance with operational procedures
- relaying safety critical communications with required attention to detail
- dealing with unplanned events or situations in accordance with operational procedures
- using communications facilities to maintain contact with rail safety worker/s
- using most appropriate form of communication for the operational context
- using standard terms/phrases, 24-hour clock and phonetic alphabet
- validating or acknowledging safety critical communication verbally or by action in accordance with operational protocols.

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:

- barriers to communication
- common communication errors
- communication protocols
- communication standard terms/phrases, 24-hour clock and phonetic alphabet, abbreviations
- communication techniques
- communication types, coverage and channels
- communications associated with emergency and/or abnormal operations
- effects of fatigue on effective communication
- handover and takeover procedures
- principles of effective communication
- procedures to be followed in equipment/facility failure
- prompts and techniques used to assist and cue coordination and communications
- qualitative aspects of verbal communication including tone, emphasis, stress and frustration
- read back requirements
- relevant safety management system as it applies to workplace function
- relevant workplace procedures and regulatory requirements.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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Assessment must occur in rail workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect rail 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 access to:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in the rail industry
- applicable documentation including workplace procedures, safety management system, 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>