Australian Government

Department of Education, Employment and Workplace Relations

TLIE2007A Use communication systems

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

TLIE2007A Use communication systems

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor	This unit involves the skills and knowledge required to use communication systems including identifying system features, operating a communication system effectively, using appropriate communication protocols when using a system, maintaining equipment, and completing documentation. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit

Application of the Unit	Work is carried out in accordance with relevant regulations and workplace procedures.
	Work is performed under some supervision, generally within a team environment. It involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

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. Assessment of
performance is to be consistent with the evidence guide.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify system features	1.1 System features and control functions are identified
	1.2 Where relevant, battery and signal levels are monitored
	1.3 Mobile equipment is set up to optimise communication
	1.4 Where relevant, channels are selected appropriate to the communication
2 Communicate using communications technology	2.1 System checks are carried out to confirm communication system is operational in accordance with manufacturers instructions and workplace procedures
	2.2 Communication system is operated safely in accordance with manufacturers instructions, workplace procedures and (any) regulatory requirements
	2.3 Telephone and radio security is maintained in accordance with workplace procedures
	2.4 Where relevant, channel selection is appropriate for the location and type of communication
	2.5 Messages are transmitted clearly and precisely with due observation of ethics and protocols required of users
	2.6 Where applicable, public address (PA) system is used to communicate with passengers and crew as per standard operating procedures
	2.7 Where applicable, incoming messages are received and answered promptly and courteously within operating procedures and (any) regulatory requirements
	2.8 Appropriate protocols and procedures are followed when using communications systems during emergencies
	2.9 Received messages are interpreted and recorded, where required, in accordance with workplace procedures
	2.10 Vocal communication is clear, unambiguous and uses appropriate procedures, language and codes
3 Maintain communication equipment operational status	3.1 Equipment is checked and maintained in working order in accordance with workplace procedures
	3.2 Minor faults in the communications systems are promptly identified, diagnosed, and repaired or reported in accordance with workplace procedures
4 Complete documentation	4.1 Appropriate records of communications are maintained in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant procedures and duty of care requirements

- Relevant OH&S responsibilities

- Protocols and procedures for communicating with others using relevant communication technology including the use of PA systems on passenger vehicles and trains

- Procedures and protocols for the use of communication systems during an emergency

- Features of various communications systems

- Basic communication techniques including barriers to effective communication and how to overcome them

- Basic principles of effective communication

- Techniques for communicating effectively with a multilingual person or persons with a limited ability to speak or understand English

- Pre-operational checks for communications systems and equipment

- Minor routine maintenance procedures for communications equipment

- Typical problems that may occur when using communications systems, and appropriate action and solutions

Required skills:

- Communicate effectively with others using available communications systems

- Read and interpret instructions and procedures relevant to the use of communications systems

- Interpret and follow operational instructions and prioritise work

- Complete documentation related to work activities when using communications systems

- Identify and use required communication technology

- Work collaboratively with others when using communications systems

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using communications systems in accordance with workplace procedures

- Implement contingency plans for unanticipated situations that may arise when using communications systems

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the use of communications systems

- Plan own work including predicting consequences and identifying improvements

- Monitor work activities in terms of planned schedule

- Modify activities depending on differing operational contingencies, risk situations and

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Required skills:

environments

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in communication equipment in accordance with standard operating procedures
- Monitor performance of communication equipment, and take appropriate action if required

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
	  • applying the underpinning knowledge and skills
	  • demonstrating use of communication equipment
	  • demonstrating an understanding of communication security
	  • applying relevant legislation and workplace procedures

Context of and specific resources for assessment	• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
	• Resources for assessment include:
	  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
	  • access to an appropriate range of relevant operational situations in the workplace
	• In both real and simulated environments, access is required to:
	  • relevant and appropriate materials and equipment, and
	  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

EVIDENCE GUIDE

Method of assessment	• As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments.
	• Practical assessment must occur:
	• through activities in an appropriately simulated environment, and/or
	• in an appropriate range of situations in the workplace

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.

Use of communication systems will include that required in routine operations and may occur by day or night and in a variety of work contexts, including:	• in confined spaces, exposed conditions and controlled or open environments
	• in a workplace, terminal, warehouse or depot
	• in a vehicle
	• on a vessel
	• on a train
	• on a worksite
	• at a client's workplace
	• ship-to-shore/vehicle-to-base communications
Communication systems may include:	• fixed phone systems
	• mobile phone, both on person or hands-free
	• radios including personal, hand-held or vehicle-mounted, CB, UHF, VHF, SSB, marine
	• PA systems on passenger vehicles, trains and aircraft
	• signed communication using established industry protocols, such as when hearing protection in use
Worksite communication may include:	• active listening
	• two-way conversation
	• questioning to obtain information and/or clarify information and understanding
	• routine oral reporting
Communications may involve:	• English-speaking persons
	• multilingual staff
	• persons with limited ability to communicate in English

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RANGE STATEMENT

Communication problems may include:	• misunderstanding • limited ability of others to communicate in English • noisy environments or communications channels • illegible writing or print • use of non-standard vocabulary • incorrect assumption that message has been received and/or correctly understood • not following correct communication protocols and procedures
Communication may be with:	• base personnel • other drivers and workplace personnel • passengers (where applicable) • managers • supervisors/team leaders • suppliers and clients • private and/or public sector security personnel • police and other emergency services personnel • security consultants • other professional or technical staff • local government authorities
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Information/documentation may include:	• workplace communication procedures, protocols, checklists and instructions including safety management systems/plans • manufacturers specifications for communications equipment • goods identification numbers and codes • manifests, bar codes, goods and container identification • communication records • supplier and/or client instructions • material safety data sheets • relevant codes of practice including the national standards for manual handling and the industry safety code • legislation, regulations and related documentation • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures

RANGE STATEMENT

Applicable regulations and
legislation may include:

- emergency procedures
- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field   E - Communication and Calculation