



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLIE3023A Use electronic communication systems**

**Release: 1**

## **TLIE3023A Use electronic communication systems**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit involves the skills and knowledge required to use electronic communication systems. It includes identifying system features, operating a communication system effectively, using appropriate communication protocols when using a system, ensuring equipment is operational, identifying any system access requirements (log in) and completing documentation.

Licensing, legislative, or certification requirements may be applicable to this unit.

### **Application of the Unit**

Work is carried out in accordance with relevant regulations and workplace procedures.

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

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

### **Licensing/Regulatory Information**

Refer to Unit Descriptor.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

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.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

#### **1 Apply OH&S principles**

- 1.1 Information on OH&S requirements when using electronic communication equipment is accessed and interpreted
- 1.2 Posture and ergonomic settings of chair and workstation are adjusted following OH&S guidelines
- 1.3 OH&S and organisational guidelines on the use of periods of rest and exercise are followed when using electronic communications equipment

#### **2 Identify electronic communication equipment and systems**

- 2.1 Types of electronic communication equipment, component parts and accessories used in the work area are identified
- 2.2 Applications for workplace activities of the different electronic communication systems and, where applicable, related software are interpreted
- 2.3 Routine faults in operating systems, software applications and operator errors are identified and reported, where necessary

#### **3 Identify communication equipment features**

- 3.1 Electronic communication system features and control functions are identified
- 3.2 Electronic communication equipment is set up to optimise communication
- 3.3 Where relevant, appropriate communication system is selected

#### **4 Enter data**

- 4.1 Where required, text and numeric data are entered into a communication system using appropriate technology
- 4.2 Entered information is checked and corrected

**5 Use  
communications  
equipment**

- 5.1 System checks are carried out to confirm communication system is operational in accordance with organisational requirements
- 5.2 Communication system is operated safely in accordance with organisational procedures and regulatory requirements
- 5.3 Communication system's security is maintained in accordance with organisational procedures
- 5.4 Where relevant, communication system appropriate for the location and type of communication is selected
- 5.5 Messages are transmitted clearly, unambiguously and precisely with due observation of ethics and protocols required of users in accordance with organisational procedures
- 5.6 Messages are received, interpreted and recorded according to operating procedures and regulatory requirements

**6 Complete  
documentation**

- 6.1 Appropriate records of communications are maintained in accordance with organisational 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:

- OH&S risks and hazards when using communication systems
- Procedures for the use of communication systems in the workplace
- Problems that can occur when using communication systems and associated corrective actions
- Protocols and procedures for communicating with others using relevant communication technology
- 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 (e.g. with linguistically diverse people)

#### Required skills:

- Communicate effectively with others using available communications equipment
- Complete documentation related to work activities when using communications equipment
- Identify and use required communication technology
- Use appropriate numeric functions when entering data into a computer system
- Identify and report problems, faults and malfunctions that may occur when using communications equipment in accordance with workplace procedures
- Apply precautions and required action to minimise, control or eliminate potential OH&S hazards during the use of communications equipment
- Prioritise communication activities depending on differing operational contingencies, risk situations and environments

# 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
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

### **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

### **Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- 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.

**Communication systems may include:**

- fixed telephone systems
- mobile telephone, both on person or hands-free
- fax machines
- radios
- ACOMS
- computer applications

**Interpersonal communication may include:**

- active listening
- two-way conversation
- questioning to obtain information and clarify information and understanding
- routine oral reporting

**Communication difficulties may include:**

- misunderstanding
- limited ability of others to communicate in English
- noisy environments or communication channels
- illegible writing or print
- use of non-standard vocabulary
- assumption that message has been received and/or correctly understood
- not following correct communication protocols and procedures

**Communication may be with:**

- train drivers and crews
- other workplace personnel and rail safety workers
- passengers
- customers
- security personnel
- police and other emergency services personnel
- other professional or technical staff
- local government authorities

**Organisational procedures may be known as:**

- company procedures
- enterprise procedures
- workplace procedures
- established procedures
- standard operating procedures

**Information and documentation may include:**

- workplace communication procedures, protocols, checklists and instructions
- manufacturer specifications for communications



**Applicable regulations and legislation may include:**

- equipment
- communication records, including voice logs
- client instructions
- quality assurance procedures
- emergency procedures
- relevant regulations, standards and codes of practice
- Rail Safety Act
- dangerous goods and freight regulations and codes
- relevant federal, state and territory OH&S legislation
- environmental protection regulations

**Unit Sector(s)**

Not applicable.

**Competency Field**

E – Communication and Calculation