



**Australian Government**

# **UEPOPS338 Facilitate workplace communication**

**Release: 1**

# UEPOPS338 Facilitate workplace communication

## Modification History

**Release 1.** This is the first release of this unit of competency in the UEP Generation Training Package.

## Application

This unit involves the skills and knowledge required to facilitate workplace communication.

Workplace communication is the process of exchanging information, both verbal and non-verbal, within a team or unit.

Competency in this unit requires the ability to plan and prepare for communication, facilitate team communications and determine team views. Individuals will, in general, work as a coordinator, in a power generation facility.

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

### Note: Workplace practice

The application of the skills and knowledge described in this unit may require a licence or training permit to practice in the workplace where work is carried out on gas and electrical installations. Additional conditions may apply under state and territory legislative and regulatory licensing requirements.

## Pre-requisite Unit

There are no prerequisite units.

## Competency Field

Operations

## Unit Sector

Electricity generation

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- |   |   |
|---|---|
| <b>1 Plan and prepare for communication</b> | <b>1.1</b> Communication requirements are identified  |
|   | <b>1.2</b> Workplace communication system is established  |
|   | <b>1.3</b> Workplace communication system is monitored and modified, in accordance with workplace procedures                        |
| <b>2 Facilitate team communications</b>     | <b>2.1</b> Workplace briefings and meetings are scheduled and facilitated, in accordance with workplace procedures                  |
|   | <b>2.2</b> Written and verbal reports are presented clearly, concisely and logically  |
| <b>3 Determine team views</b>               | <b>3.1</b> Team consensus is achieved   |
|   | <b>3.2</b> Agendas and minutes are used, in accordance with workplace procedures, to convey team decisions to appropriate personnel |

## 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.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

## Unit Mapping Information

This unit replaces and is equivalent to UEPOPS338B Facilitate effective workplace communication.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1715b9fa-e7bd-441c-bb8d-cf22c9c825a8>