



Australian Government

PMASUP311 Operate communications hub

Release: 1

PMASUP311 Operate communications hub

Modification History

Release 1. Supersedes and is equivalent to PMASUP311A Operate communications hub

Application

This unit of competency covers the skills and knowledge required to use a range of communication equipment and ensure that required communications are completed.

This unit of competency applies to any type of communication that passes through, or is initiated by, the communications hub.

This unit of competency applies to panel operators and those in similar roles who are required to choose the appropriate communication mode, receive and initiate communications, determine and prioritise actions required from communication, check that communications have been received and actions initiated, and identify problems and take appropriate action.

This unit of competency applies to an individual working alone or as part of a team or group and working in liaison with other shift team members and the control room operator, as appropriate.

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

Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.

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

1	Use communication modes	1.1	Turn equipment on/off as appropriate
		1.2	Charge or replace batteries or arrange maintenance to ensure equipment remains operational
		1.3	Follow appropriate protocols for each communication mode being used

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| | | 1.4 | Select appropriate mode for use |
| | | 1.5 | Ensure communication used is safe for environment |
| 2 | Deal with incoming communications | 2.1 | Receive communication |
| | | 2.2 | Determine action required from communication |
| | | 2.3 | Prioritise communication in keeping with all current activities |
| | | 2.4 | Decide which communications to action, when and how |
| | | 2.5 | Maintain confidentiality as appropriate |
| | | 2.6 | Take action required by communication in the current circumstances |
| | | 2.7 | Ensure communication reaches its intended destination in an appropriate timeframe |
| 3 | Initiate communications | 3.1 | Translate process issues into communications as required |
| | | 3.2 | Identify stakeholders for any required communication |
| | | 3.3 | Prioritise communications in keeping with all current activities |
| | | 3.4 | Select appropriate communication mode |
| | | 3.5 | Communicate as required within an appropriate timeframe |
| 4 | Verify communication | 4.1 | Identify communications which require follow through |
| | | 4.2 | Identify communications delayed due to other priorities |
| | | 4.3 | Check all required communications have been received |
| | | 4.4 | Check appropriate actions have been initiated |
| | | 4.5 | Identify cause of non-communication/inappropriate action and take required action |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework

The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines
- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

All operations to which this unit applies are subject to stringent health, safety and environment (HSE) requirements, which may be imposed through state/territory or federal legislation, and these must not be compromised at any time. Where there is an apparent conflict between performance criteria and HSE requirements, the HSE requirements take precedence.

Procedures

All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets

- temporary instructions
- any similar instructions provided for the smooth running of the plant

Communication modes Communication modes will be selected as appropriate from:

- radios
- phones
- email
- computer messaging
- public address (PA) system
- written
- verbal

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=9fc2cf53-e570-4e9f-ad6a-b228ffdb6875>

Assessment Requirements for PMASUP311 Operate communications hub

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria, and include the ability to:

- select and use appropriate communication modes and protocols under both normal and abnormal plant/process/weather conditions
- identify and prioritise communications that are vital to current operations
- decide which communications require action and how to prioritise them
- identify stakeholders for required communication
- verify that communications have been received and any actions initiated
- identify problems and take action.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- types, application of and protocols for different communication modes
- privacy requirements
- methods of prioritising communications with other activities
- issues requiring communication, with whom, and with what priority
- possible actions arising from types of situations and communications
- processes and terminology used in the facility
- organisation procedures, including those covering:
 - safety, emergency and hazard control
 - communications
 - privacy
 - release of information to external bodies.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence based on a holistic assessment of the evidence.
- The collection of performance evidence:
 - should occur over a range of situations which include typical disruptions to normal, smooth operation of an operating plant

- will typically include a supervisor/third-party report or other evidence, focusing on consistent performance and problem recognition and solving. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency
- must include the use of an appropriate industrial item/s of equipment requiring demonstration of operation, start-up and shutdown procedures and responding to problems
- may use industry-based simulation for all or part of the unit where safety, lack of opportunity or significant cost is an issue.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment in a simulated environment should use evidence collected from one or more of:
 - walk-throughs
 - pilot plant operation
 - demonstration of skills
 - industry-based case studies/scenarios
 - 'what ifs'.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept).
- 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.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- The regulatory framework will be reflected in workplace policies and procedures and is not required to be independently assessed.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- In addition, the assessor or anyone acting in subject matter expert role in assessment must demonstrate both technical competency and currency. If the assessor cannot demonstrate technical competency and currency they must assess with a subject matter expert who does meet these requirements.
- Technical competence can be demonstrated through one or more of:
 - relevant VET or other qualification/Statement of Attainment
 - appropriate workplace experience undertaking the type of work being assessed under routine and non-routine conditions

- appropriate workplace experience supervising/evaluating the type of work being assessed under routine and non-routine conditions
- Currency can be demonstrated through one or more of:
 - being currently employed undertaking the type of work being assessed
 - being employed by the organisation undertaking the type of work being assessed and having maintained currency in accordance with that organisation's policies and procedures
 - having consulted/had contact with an organisation undertaking the type of work being assessed within the last twelve months, the consultation/contact being related to assessment
 - conducting on-the-job training/assessments of the type of work being assessed
 - being an active member of a relevant professional body and participating in activities relevant to the assessment of this type of work.

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