



**Australian Government**

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

# **PMASUP311A Operate communications hub**

**Revision Number: 1**

## PMASUP311A Operate communications hub

### Modification History

Not applicable.

### Unit Descriptor

|                        |                                                                                                                                                                                                                                                                  |
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| <b>Unit descriptor</b> | This competency covers the using of a range of communication equipment and ensuring that required communications are completed. It includes the coordination and prioritisation of communications from/to diverse people in both normal and abnormal situations. |
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### Application of the Unit

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <b>Application of the unit</b> | <p>In a typical scenario a control room operator/panel technician receives, relays and acts upon a range of communications as part of their role. This unit may also apply to personnel other than panel operators who perform a similar role. It includes:</p> <ul style="list-style-type: none"><li>• process related communications</li><li>• emergency communications</li><li>• work related communications</li><li>• personal communications</li><li>• miscellaneous communications</li><li>• communications under both normal and abnormal plant/ process/ weather conditions</li><li>• communications under stress when multiple activities are occurring simultaneously.</li></ul> |
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### Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

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| <b>Prerequisite units</b> |  |  |
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## Employability Skills Information

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| <b>Employability skills</b> | This unit contains employability skills. |
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## Elements and Performance Criteria Pre-Content

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| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
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## Elements and Performance Criteria

| ELEMENT                               | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Use communication modes.           | <ul style="list-style-type: none"><li>1.1. Turn equipment on/off as appropriate</li><li>1.2. Ensure equipment remains operational</li><li>1.3. Follow appropriate protocols for each communication mode being used</li><li>1.4. Select appropriate mode for use</li><li>1.5. Ensure communication used is safe for environment.</li></ul>                                                                                                                                                                                |
| 2. Deal with incoming communications. | <ul style="list-style-type: none"><li>2.1. Receive communication</li><li>2.2. Determine action required from communication</li><li>2.3. Prioritise communication in keeping with all current activities</li><li>2.4. Decide which communications to action, when and how</li><li>2.5. Maintain confidentiality as appropriate</li><li>2.6. Take action required by communication in the current circumstances</li><li>2.7. Ensure communication reaches its intended destination in an appropriate time frame.</li></ul> |
| 3. Initiate communications.           | <ul style="list-style-type: none"><li>3.1. Translate process issues into communications as required</li><li>3.2. Identify stakeholders for any required communication</li><li>3.3. Prioritise communications in keeping with all current activities</li><li>3.4. Select appropriate communication mode</li><li>3.5. Communicate as required within an appropriate timeframe.</li></ul>                                                                                                                                   |
| 4. Verify communication.              | <ul style="list-style-type: none"><li>4.1. Identify communications which require follow through</li><li>4.2. Identify communications delayed due to other priorities</li><li>4.3. Check all required communications have been received</li><li>4.4. Check appropriate actions have been initiated</li><li>4.5. Identify cause of non-communication/inappropriate action and take required action</li></ul>                                                                                                               |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

This competency includes the following skills:

- analysis
- decision making
- communication
- prioritisation.

#### Required knowledge

Competence in this unit includes the following knowledge:

- use of different communication modes
- relative advantage of different communication modes
- communication protocols for organisation in different 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.

## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

|                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <b>Overview of assessment</b>                                                                       | <p>Assessment of this unit should include demonstrated competence on actual plant and equipment in a work environment. The unit will be assessed in as holistic a manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations which will include disruptions to normal, smooth operation.</p> <p>Simulation may be required to allow for assessment of parts of this unit. Simulation should be based on the actual plant and will include walk-throughs of the relevant competency components. Simulations may also include the use of case studies/scenarios and role plays.</p> <p>This unit of competency requires a significant body of knowledge which will be assessed through questioning and the use of what-if scenarios both on the plant (during demonstration of normal operations and walk-throughs of abnormal operations) and off the plant.</p> |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | Competence must be demonstrated in the ability to specify the requirements and then select the best solution to meet the necessary and desirable requirements.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Context of and specific resources for assessment</b>                                             | Assessment will require access to an operating plant over an extended period of time, or a suitable method of gathering evidence of operating ability over a range of situations. A bank of scenarios/case studies/what-ifs will be required as will a bank of questions which will be used to probe the reasoning behind the observable actions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Method of assessment</b>                                                                         | In all plants it may be appropriate to assess this unit concurrently with other relevant units.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Guidance information for</b>                                                                     | Assessment processes and techniques must be culturally appropriate and appropriate to the oracy,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| <b>EVIDENCE GUIDE</b> |                                                                              |
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| <b>assessment</b>     | language and literacy capacity of the assessee and the work being performed. |

## Range Statement

| <b>RANGE STATEMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                        |
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| <p>The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the Performance Criteria, is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.</p> |                                                                                                                                                                                                                                                                                                                                                        |
| <b>Codes of practice/ standards</b>                                                                                                                                                                                                                                                                                                                                                                                                                                   | Where reference is made to industry codes of practice, and/or Australian/international standards, the latest version must be used.                                                                                                                                                                                                                     |
| <b>Context</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                        | This competency covers all communication which might pass through/be initiated by the communications hub.                                                                                                                                                                                                                                              |
| <b>Communication modes</b>                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p>Communication modes includes:</p> <ul style="list-style-type: none"> <li>• radios</li> <li>• phones</li> <li>• email</li> <li>• computer messaging</li> <li>• PA</li> <li>• written</li> <li>• verbal</li> </ul>                                                                                                                                    |
| <b>Ensuring operational</b>                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>Ensuring equipment is operational includes:</p> <ul style="list-style-type: none"> <li>• charging batteries as required</li> <li>• replacing batteries as required</li> <li>• arranging for maintenance as required</li> </ul>                                                                                                                      |
| <b>Communication protocols</b>                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p>Communication protocols includes:</p> <ul style="list-style-type: none"> <li>• radio protocols</li> <li>• verbal protocols</li> <li>• email protocols</li> <li>• memo/reporting/writing protocols</li> <li>• phone protocols</li> </ul>                                                                                                             |
| <b>Current activities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                             | Current activities includes all process operations including start up and shut down or other abnormal situations where any individual communication may be vital to the operation or a mere distraction.                                                                                                                                               |
| <b>Health, safety and environment (HSE)</b>                                                                                                                                                                                                                                                                                                                                                                                                                           | All operations to which this unit applies are subject to stringent health, safety and environment requirements, which may be imposed through State 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. |

**Unit Sector(s)**

|                    |                 |
|--------------------|-----------------|
| <b>Unit sector</b> | Support/generic |
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**Competency field**

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|-------------------------|--|
| <b>Competency field</b> |  |
|-------------------------|--|

**Co-requisite units**

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| <b>Co-requisite units</b> |  |  |
|---------------------------|--|--|