



Australian Government

Department of Education, Employment and Workplace Relations

PUAOPE013A Operate communications systems and equipment

Revision Number: 2

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Modification History

Release	TP version	Comments
2	PUA12 V1	Layout adjusted.
1	PUA00 V8.1	Primary release on TGA.

Unit Descriptor

This unit covers the competency required to transmit and receive communications in routine and operational situations using the organisation's communications systems and equipment.

Application of the Unit

This unit applies to a person who is required to operate an organisation's communications systems and equipment in support of the tasks they are undertaking. This work may occur either in the field or from a facility.

Licensing/Regulatory Information

Not applicable.

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. Where ***bold italicised*** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Use communications systems and equipment	1.1 <i>Communications equipment</i> and techniques including <i>verbal communications</i> and <i>voice procedures</i>, are selected to best meet the task, context and needs of the situation 1.2 Equipment is operated safely to support communications consistent with organisational policies and procedures 1.3 <i>Communications system</i> is correctly utilised to facilitate transmission and reception
2. Transmit and receive communications	2.1 Information is transmitted concisely and clearly to facilitate accurate reception of the message in accordance with organisational policies and procedures 2.2 Contact is acknowledged, communication is confirmed and action is initiated 2.3 Communication faults and deficiencies are reported according to organisational policies and procedures 2.4 Alternative communications strategies are employed according to organisational procedures to address identified faults and deficiencies in communication 2.5 Communication is processed and recorded in accordance with organisational policies and procedures
3. Maintain communications equipment	3.1 Communications equipment is inspected to ensure operational readiness 3.2 Fault finding techniques are applied and basic maintenance is conducted according to organisational policies and procedures 3.3 Faulty equipment is identified and noted for repair, and documentation is completed in accordance with organisational procedures

Required Skills and Knowledge

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

Required Skills

- maintain communications equipment according to organisational procedures
- operate the different communications equipment required by the organisation
- report communication faults and deficiencies according to organisational procedures
- use verbal communication procedures consistent with the organisation's communications system
- utilise the organisation's communications processes and systems

Required Knowledge

- organisational policies and procedures relevant to the operation of communications equipment (such as relevant legislation; operational performance standards; operational policies and procedures; organisational personnel and occupational health and safety practices and guidelines; organisational quality standards; organisation's approach to environmental management and sustainability)
- organisation's communications system
- range of communications equipment available to the organisation

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 this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- use communications equipment under non-operational and operational conditions
- accurately transmit and receive communications using the organisation's communications systems and equipment.

Consistency in performance

Competency should be demonstrated over time in a range of actual or simulated workplace environments.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed in an operational environment or in an industry-approved multi-agency simulated workplace environment.

Specific resources for assessment

Access is required to:

- relevant communications equipment.

Method of assessment

In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook.

Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an industry-approved simulated work environment.

Forms of assessment that are typically used include:

- direct observation
- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions.

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. ***Bold italicised*** wording in the Performance Criteria is detailed below.

<i>Communications equipment</i> may include:	• Computers • Facsimiles • Pagers • Radio • Signalling devices • Telephones (mobile, landline and satellite)
<i>Verbal communications procedures</i> may include:	• Call signs • Coded messages • Emergency procedures • Phonetic alphabet • Pro-words • Use of abbreviations
<i>Voice procedures</i> may include:	• Corrections • Pitch • Repetitions • Rhythm • Sentences • Speed • Volume
<i>Communications systems</i> may include:	• Communication protocols • Communications software • Organisation's networks • Verbal communication procedures

Unit Sector(s)

Not applicable.