



Australian Government

TLIE3021 Work and communicate effectively with others

Release: 2

TLIE3021 Work and communicate effectively with others

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to work and communicate effectively with others in accordance with relevant regulations and workplace procedures.

It includes communicating effectively to achieve required outcomes, working with others, communicating using technology, operating a communications system effectively, using appropriate communications protocols when using a system, and maintaining operational status of communications equipment.

Work is performed under some supervision, generally within a team environment. It involves the application of established communications principles and practice.

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

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

Unit Sector

Rail sector.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Communicate effectively to achieve required work outcomes

- 1.1** Effective listening skills are applied
- 1.2** Questions are used to gain additional information and to clarify understanding
- 1.3** Information received is clarified as required, interpreted and accurately communicated and/or reported in accordance with communications protocols and workplace procedures
- 1.4** Communication is undertaken in varying situations and with familiar and unfamiliar individuals and groups
- 1.5** Appropriate protocols and procedures are followed when using communications systems during emergencies
- 1.6** Responses are sought and provided to others in a timely manner

2 Work with others

- 2.1** Forms of communication appropriate to the activity are used
- 2.2** Assistance in completing activities is requested as required
- 2.3** Contributions to achieving a required outcome are made
- 2.4** Work is undertaken in accordance with specified procedures on an individual and shared basis as required
- 2.5** Problems are discussed and resolved where possible through agreed and accepted processes
- 2.6** Suggestions for improvements to processes are made and discussed within the team in accordance with workplace procedures

3 Communicate using technology

- 3.1** Communications system features and control functions are identified
- 3.2** Appropriate equipment is selected as fit for purpose for intended communication
- 3.3** Hazards are identified, risks are assessed and risk control measures are implemented

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| | 3.4 | Equipment is optimised for communication in accordance with organisational procedures and policies |
| | 3.5 | Equipment is operated safely in accordance with manufacturer instructions, workplace procedures and regulatory requirements |
| 4 Operate communications systems | 4.1 | Telephone and radio security is maintained in accordance with workplace procedures |
| | 4.2 | Channel selection is made appropriate to location and type of communication |
| | 4.3 | Communications systems are used to communicate with passengers and crew, as required, in accordance with operating procedures |
| 5 Maintain operational status of communications equipment | 5.1 | Equipment is checked and maintained in working order in accordance with workplace procedures |
| | 5.2 | Minor communications equipment faults are promptly identified, diagnosed, and repaired or reported in accordance with workplace procedures |
| | 5.3 | Faulty communications equipment is reported and/or recorded in accordance with workplace procedures |

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.

Unit Mapping Information

This unit replaces and is equivalent to TLIE3021A Work and communicate effectively with others.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIE3021 Work and communicate effectively with others

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant workplace procedures
- communicating effectively in different workplace situations and when using communications equipment
- contributing actively to achieving workplace outcomes
- identifying and using required communications technology in accordance with workplace procedures
- identifying job hazards and taking required action to minimise, control or eliminate identified hazards
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating, adapting to, and monitoring communications equipment and taking appropriate actions, as required, in accordance with operational procedures
- planning own communication style and identifying improvements
- reading and interpreting relevant instructions and procedures
- reporting and/or recording and/or rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- working systematically with required attention to detail without damage to equipment.

Knowledge Evidence

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

- communications techniques including barriers to effective communication and how to overcome them

- features of various communications systems
- instructions, procedures, information and signs relevant to working with others as a team
- minor routine maintenance procedures for communications equipment
- pre-operational checks for communications systems and equipment
- procedures for promptly reporting and/or rectifying identified misunderstandings and problems, and appropriate ways of dealing with them in accordance with workplace procedures
- protocols and procedures for communicating with others using relevant communications technology
- relevant work health and safety (WHS)/occupational health and safety (OHS) responsibilities
- techniques for communicating effectively with customers with specific needs
- typical problems that may occur when using communications systems, and appropriate action and solutions.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations or, where this is not available, in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

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