



Australian Government

TLIE3023 Use electronic communication systems

Release: 2

TLIE3023 Use electronic communication systems

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 use electronic communications systems in accordance with relevant regulations and workplace procedures.

It involves the application of established communication principles and practices and the use of local technical and colloquial language and vocabulary in day-to-day communication.

It includes identifying system features, operating a communications system effectively, using appropriate communication protocols when using a system, ensuring equipment is operational, identifying any system access requirements and completing documentation.

Work is performed under some supervision, generally in a team environment.

This unit covers activities where a number of different communications systems are used concurrently, including radios, fixed-line and mobile telephones, and computers.

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

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

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

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| 1 Apply work health and safety (WHS)/occupational health and safety (OHS) principles | 1.1 Information about WHS/OHS requirements when using electronic communications equipment is accessed and interpreted |
| | 1.2 Hazards are identified, risks assessed and control measures implemented |
| | 1.3 Posture and ergonomic settings of chair and workstation are adjusted in accordance with WHS/OHS guidelines |
| | 1.4 WHS/OHS and organisational guidelines on the use of periods of rest and exercise are followed when using electronic communications equipment |
| 2 Identify electronic communications equipment and systems | 2.1 Types of electronic communications equipment, component parts and accessories used in work area are identified |
| | 2.2 Applications for workplace activities of different electronic communications systems and, as required, related software, are interpreted |
| | 2.3 Routine faults in operating systems, software applications and operator errors are identified and reported, as required |
| 3 Identify communications equipment features | 3.1 Electronic communications systems features and control functions are identified |
| | 3.2 Electronic communications equipment is set up to optimise communication |
| | 3.3 Appropriate communications system is selected, as required |
| 4 Enter data | 4.1 Text and numeric data are entered into communications system using appropriate technology, as required |
| | 4.2 Entered information is checked and corrected, as required |
| 5 Use communications equipment | 5.1 System checks are carried out to confirm communications system is operational in accordance with organisational requirements |

- 5.2 Communications system is operated safely in accordance with organisational procedures and regulatory requirements
 - 5.3 Communications system security is maintained in accordance with organisational procedures
 - 5.4 Communications system appropriate for location and type of communication is selected, as required
 - 5.5 Messages are transmitted clearly, unambiguously and precisely in accordance with ethics and protocols required of users as outlined in organisational procedures
 - 5.6 Messages are received, interpreted and recorded in accordance with operating procedures and regulatory requirements
- 6 Complete documentation**
- 6.1 Appropriate communications records are maintained in accordance with organisational procedures
 - 6.2 Documentation is filled in legibly and proofread
 - 6.3 Documentation is processed in accordance with organisational 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 TLIE3023A Use electronic communication systems.

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 TLIE3023 Use electronic communication systems

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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 precautions and required action to minimise, control or eliminate potential work health and safety (WHS)/occupational health and safety (OHS) hazards when using communications equipment
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing documentation related to work activities
- identifying and reporting problems, faults and malfunctions in accordance with workplace procedures
- identifying and using required communications technology
- prioritising communication activities depending on operational contingencies, risk situations and environments
- using appropriate numeric functions when entering data into a computer system.

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
- features of various communications systems
- problems that can occur when using communications systems and associated corrective actions
- procedures and protocols for using communications systems during an emergency
- procedures for using communications systems
- protocols and procedures for communicating with others using relevant communications technology
- WHS/OHS risks and hazards when using communications systems.

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 where it is appropriate to do so; where this is not appropriate, assessment must occur 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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