



Australian Government

TLIF0008 Apply safety critical communications in the rail environment

Release: 1

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Modification History

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 apply effective safety critical communications and is also considered best practice for general communications in the rail environment.

It includes communicating, providing timely and accurate rail operational information and responding to unplanned situations or events appropriately.

This unit is intended for rail safety workers who are required to identify and respond to operational information as part of their job role. They may be working within a rail operational or infrastructure environment.

Safety critical communications is any communication that, if not delivered or not delivered accurately or promptly, could result in death, serious injury or incur significant damage to property, infrastructure or the environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

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 Provide timely and accurate operational information and coordination

- 1.1** Location information is clearly communicated and clarified as required
- 1.2** Communication hazards are identified, risks are assessed and control measures are implemented to ensure communication occurs from a safe place
- 1.3** Rail network condition advice is provided
- 1.4** Changes in operational status of communications facilities affecting network operations are provided
- 1.5** Safety critical information is exchanged clearly and in a timely manner in accordance with safety management system and regulatory requirements
- 1.6** Communication is received, confirmed, acknowledged and appropriate actions taken

2 Communicate accurate operational information

- 2.1** Communication is delivered clearly, in a timely manner and accurately
- 2.2** Standard phrases are used in accordance with communications protocols
- 2.3** Concise and unambiguous standard phrases are used
- 2.4** Active listening is maintained for all communication
- 2.5** Read backs are provided and obtained
- 2.6** Delivery of voice messages is adjusted to suit receiver
- 2.7** Communication protocols are followed
- 2.8** Most effective communications method is used
- 2.9** Handover or takeover is performed to achieve continuity of teamwork and service

3 Issue and coordinate rail operations information

- 3.1** Rail operations information is issued and recorded in accordance with the workplace procedures and regulatory requirements
- 3.2** Written authorities are issued, read back and acknowledged correct before actioning

	3.3	Documented safety critical communications are recorded and retained in accordance with workplace procedures and regulatory requirements
4 Respond to unplanned situation	4.1	Sufficient information is obtained from relevant sources to determine nature and implications of situation
	4.2	Emergencies, potential emergencies or unplanned situations are identified, and needs are prioritised in accordance with emergency response plans and 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.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This is a new unit. No equivalent unit.

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 TLIF0008 Apply safety critical communications in the rail environment

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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:

- allocating attention according to priorities
- applying situational awareness through effective visual scans, use of communication systems, use of rail operation information and use of systems of safe working, in accordance with workplace procedures
- challenging communication errors including safety critical errors, incomplete, unclear or ambiguous information
- communicating in a team by exchanging information through assigning responsibility and acknowledging communication content
- communicating verbal and written safety critical information clearly and concisely
- comprehending and responding to incoming operational information
- formulating and issuing communications messages and questions
- identifying hazards and implementing risk control measures
- identifying specific location by actively communicating with relevant parties confirming specific location
- interpreting and following operational instructions
- interpreting and recording messages
- listening actively
- modifying communications dependent on workplace contingencies, situations and environments
- prioritising responses in accordance with operational procedures
- relaying safety critical communications with required attention to detail
- dealing with unplanned events or situations in accordance with operational procedures
- using communications facilities to maintain contact with rail safety worker/s
- using most appropriate form of communication for the operational context
- using standard terms/phrases, 24-hour clock and phonetic alphabet
- validating or acknowledging safety critical communication verbally or by action in accordance with operational protocols.

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:

- barriers to communication
- common communication errors
- communication protocols
- communication standard terms/phrases, 24-hour clock and phonetic alphabet, abbreviations
- communication techniques
- communication types, coverage and channels
- communications associated with emergency and/or abnormal operations
- effects of fatigue on effective communication
- handover and takeover procedures
- principles of effective communication
- procedures to be followed in equipment/facility failure
- prompts and techniques used to assist and cue coordination and communications
- qualitative aspects of verbal communication including tone, emphasis, stress and frustration
- read back requirements
- relevant safety management system as it applies to workplace function
- relevant workplace procedures and regulatory requirements.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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Assessment must occur in rail workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect rail 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 access to:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in the rail industry
- applicable documentation including workplace procedures, safety management system, regulations, codes of practice and operation manuals.

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