



Australian Government

TLIE2031A Use communication systems for on-track vehicle operations

Release 1

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Modification History

Release 1 - New unit of competency

Unit Descriptor

This unit involves the skills and knowledge required to use communication systems for on-track vehicle operations.

Licensing, legislative, regulatory or certification requirements are not applicable to this unit.

Application of the Unit

This unit involves the application of established communication principles and practice, and the use of local technical and colloquial language and vocabulary in accordance with organisational/network owner communication protocols.

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. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1 Identify system features

- 1.1 Available communication systems are identified
- 1.2 Features and control functions of each system are identified
- 1.3 Where relevant, battery and signal levels are monitored
- 1.4 Where relevant, channels are selected appropriate to the types of communication to be made

2 Communicate using communications technology

- 2.1 System checks are carried out to confirm communication system is operational in accordance with manufacturer instructions and organisational/network owner procedures
- 2.2 Communication system is operated safely in accordance with manufacturer instructions, workplace procedures and any regulatory requirements
- 2.3 Where relevant, channel selection is made appropriate for the location and type of communication
- 2.4 Appropriate protocols and procedures are followed when using communication systems
- 2.5 Received messages are interpreted and recorded, where required, in accordance with organisational/network owners procedures

3 Maintain communications equipment

- 3.1 Equipment is checked and maintained in working order in accordance with workplace procedures
- 3.2 Minor faults in communication systems are identified, diagnosed and repaired or reported in accordance with workplace procedures

4 Complete documentation

- 4.1 Appropriate records of communication are maintained in accordance with workplace procedures

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Basic principles of effective communication
- Hazards that may exist when using communication systems for on-track vehicle operation and ways of controlling the risks involved
- Organisational procedures for using communication systems for on-track vehicle operation
- Problems that may occur during the use of communication systems for on-track vehicle operation and action that can be taken to report or resolve the problems
- Relevant rail safety, occupational health and safety (OH&S) and environmental procedures and regulations
- Techniques for communicating effectively with a multilingual person/s with a limited ability to speak or understand English

Required skills:

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when using communication systems
- Communicate effectively with others using available communication systems
- Identify and use required communications technology
- Monitor performance of communications equipment and take appropriate action if required
- Operate and adapt to differences in communications equipment in accordance with standard operating procedures
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using communication systems in accordance with workplace procedures
- Read and interpret instructions and procedures relevant to using communication systems
- Work collaboratively with others when using communication systems

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the required knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
 - demonstrating use of communications equipment
 - demonstrating an understanding of communications security
 - applying relevant organisational/network procedures
 - demonstrating appropriate communication protocols

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including organisational procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments.
- Practical assessment must occur:
 - through activities in an appropriately simulated environment, and/or
 - in an appropriate range of situations in the workplace

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.

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| Communication systems may include: | <ul style="list-style-type: none">• fixed phone systems• mobile phone, both on person or hands-free• radios including personal, hand-held or vehicle-mounted |
| Communication may include: | <ul style="list-style-type: none">• active listening• two-way conversation• questioning to obtain information and/or clarify information and understanding• routine oral reporting |
| Communication problems may include: | <ul style="list-style-type: none">• misunderstanding• limited ability of others to communicate in English• noisy environments or communication channels• illegible writing or print• use of non-standard vocabulary• incorrect assumption that message has been received and/or correctly understood• not following correct communication protocols and procedures |
| Information/documentation may include: | <ul style="list-style-type: none">• workplace communication procedures, protocols, checklists and instructions including safety management systems/plans• manufacturer specifications for communications equipment• communication records |

Unit Sector(s)

Not applicable.

Competency Field

E – Communication and Calculation