



Australian Government

Department of Education, Employment and Workplace Relations

TLIE3021A Work and communicate effectively with others

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

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 communication system effectively; using appropriate communication protocols when using a system; and maintaining operational status of communication equipment. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

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Work is carried out in accordance with relevant regulations and workplace procedures.

Work is performed under some supervision, generally within a team environment. It involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills 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

ELEMENT	PERFORMANCE CRITERIA
1 Communicate effectively to achieve required work outcomes	1.1 Effective listening skills are demonstrated 1.2 Questions are used to gain additional information and to clarify understanding 1.3 Information received is understood, interpreted, and accurately communicated and/or reported with due observation of ethics and protocols required of users 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 the completion of the activities is requested where appropriate 2.3 Contributions to the achievement of a required outcome are made 2.4 Work is undertaken in accordance with specified procedures on an individual and shared basis as appropriate 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 Communication system features and control functions are identified 3.2 Appropriate equipment is selected as fit for purpose for intended communication 3.3 Equipment is optimised for communication according to organisational procedures and policies 3.4 Equipment is operated safely in accordance with manufacturers instructions, workplace procedures and (any) regulatory requirements
4 Operate communication systems	4.1 Telephone and radio security is maintained in accordance with workplace procedures 4.2 Where relevant, channel selection is appropriate for the location and type of communication 4.3 Where applicable, communication systems are used to communicate with passengers and crew as per standard operating procedures
5 Maintain operational	5.1 Equipment is checked and maintained in working order in

ELEMENT	PERFORMANCE CRITERIA
status of communication equipment	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

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant OH&S responsibilities
- Protocols and procedures for communicating with others using relevant communication technology including the use of public address (PA) systems on electric passenger trains
- Features of various communications systems
- Pre-operational checks for communications systems and equipment
- Minor routine maintenance procedures for communications equipment
- Typical problems that may occur when using communications systems, and appropriate action and solutions
- Basic communication techniques including barriers to effective communication, and how to overcome them
- Techniques for communicating effectively with customers with special needs
- Instructions, procedures, information and signs relevant to working with others as a team
- Procedures for promptly reporting and/or rectifying any identified misunderstandings and problems that can occur in the workplace, and appropriate ways of dealing with them in accordance with regulatory requirements and workplace procedures

Required skills:

- Communicate effectively with others using available communications equipment
- Read and interpret instructions and procedures relevant to the use of communications equipment
- Interpret and follow operational instructions and prioritise work
- Identify and use required communication technology
- Work collaboratively with others when using communications equipment

Required skills:

- Promptly report and/or record and/or rectify any identified problems, faults or malfunctions that may occur when using communications equipment in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when using communications equipment
- Plan own communication construction including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without damage to equipment
- Operate and adapt to differences in communication equipment in accordance with standard operating procedures
- Monitor performance of communication equipment and take appropriate action if required
- Operate electronic communication equipment to required protocol when communicating with others in the workplace
- Work collaboratively with others

Evidence Guide**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 underpinning 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:
 - communicating effectively in different workplace situations
 - actively contributing to achieving workplace outcomes

EVIDENCE GUIDE

Context of and specific resources for assessment

- using communication systems correctly while employing appropriate protocols
- 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 workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment, and/or
 - in an appropriate range of situations in the workplace

Range Statement

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.

Communications may occur:

- in a workplace, terminal or depot
- on a train
- on a station/platform

Communication systems may include:

- fixed phone systems
- mobile phone, both on person or hands-free
- radios including personal, hand-held or vehicle-mounted
- communication systems on electric passenger trains

RANGE STATEMENT

Workplace communication may include:

- active listening
- two-way conversation
- questioning to obtain information and/or clarify information and understanding
- routine oral and/or written reporting

Communication problems may include:

- interpretation of special needs of customers
- misunderstanding
- limited ability of others to communicate in English
- noisy environments or communications 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
- inability to use required technology to organisational requirements

Communication may be with:

- workplace personnel
- passengers
- managers
- supervisors/team leaders
- private and/or public sector security personnel
- police and other emergency services personnel
- English-speaking persons
- people from non-English speaking backgrounds
- people with special needs

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- workplace communication procedures, protocols, checklists and instructions
- manufacturers specifications for communications equipment
- communication records
- relevant codes of practice including the industry safety code
- legislation, regulations and related documentation
- standards and certification requirements
- quality assurance procedures
- emergency procedures

RANGE STATEMENT

Applicable regulations and legislation may include:

- relevant Australian and state/territory OH&S legislation
- relevant anti-discrimination legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

E - Communication and Calculation