



Australian Government

TLIE4033A Use communications systems to control tram/light rail operations

Release 1

TLIE4033A Use communications systems to control tram/light rail operations

Modification History

Release 1. This is the first release of this unit.

Unit Descriptor

This unit involves the skills and knowledge required to use radio systems to control tram/light rail operations. It includes identifying equipment types, and features, using the communications equipment and responding to requests.

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

Application of the Unit

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

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Nil

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 communications equipment systems and features | <ul style="list-style-type: none">1.1 Types of communications equipment, component parts and accessories used in the work area are identified1.2 Applications for workplace activities of the different communications systems and, where applicable, related software are interpreted1.3 Communications system features and control functions are identified1.4 Appropriate communications system is selected depending on type of communication to be made |
| 2 Use communications equipment | <ul style="list-style-type: none">2.1 System checks are carried out prior to operations to confirm communications system is operational in accordance with organisational requirements2.2 Communications systems are operated safely in accordance with organisational procedures and regulatory requirements2.3 Communications system security is maintained in accordance with organisational procedures2.4 Messages are received, interpreted and recorded in accordance with operating procedures and regulatory requirements2.5 Text and numeric data are entered into communications system using appropriate technology as required2.6 Entered information is checked and corrected as required |
| 3 Receive and respond to requests | <ul style="list-style-type: none">3.1 Details of the situation are established using effective communication skills, techniques and resources, in accordance with organisational procedures3.2 Communication difficulties are acknowledge and efforts are made to overcome these difficulties3.3 Complete details of request are accurately recorded in a timely and efficient manner in accordance with organisational procedures3.4 Urgency of request is determined using information gained from person making the request3.5 Suitable response is formulated in accordance with organisational procedures |

- 3.6 Request is referred in line with situation presented and in accordance with organisational procedures
 - 3.7 Requests are answered promptly in accordance with organisational procedures
 - 3.8 Requests are dealt with in a professional manner at all times
 - 3.9 Appropriate follow-up action is taken, in accordance with needs of the situation and organisational procedures
- 4 Identify communications system faults**
- 4.1 Communications system technical faults are identified and appropriate action is taken
 - 4.2 Back-up or alternative systems are utilised when primary system fails or as required

Required Skills and Knowledge

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

Required knowledge:

- Communications systems features
- Effective communication techniques including barriers to communication and how to overcome them
- Manufacturer specifications for communications equipment
- Problems that can occur when using communications systems and corrective actions
- Procedures and protocols for using communications systems during an emergency
- Procedures for using communications systems in the workplace
- Protocols and procedures for communicating with others
- Quality assurance procedures
- Relevant safety, work health and safety (WHS)/occupational health and safety (OHS), and environmental procedures and regulations
- Relevant sections of legislated rail safety requirements including state and territory Acts and regulations, and nationally approved compliance codes and/or guidelines
- WHS/OHS risks and hazards when using communications systems
- Workplace communication procedures, protocols, checklists and instructions
- Workplace communication records (including voice logs)

Required skills:

- Apply precautions and required action to minimise, control or eliminate WHS/OHS hazards that may exist during the use of communications equipment
- Communicate effectively with others using available communications equipment
- Complete documentation related to work activities
- Identify and report problems, faults or malfunctions that may occur when using communications equipment
- Identify and use required communications technology
- Prioritise communication activities depending on differing operational contingencies, risk situations and environments
- Terminate calls in accordance with organisational procedures

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 competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- 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

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 systems may include:	• ACOMS • computer applications • facsimiles • fixed phone systems • mobile phone, both on person or hands-free • radios
Communication skills may include:	• active listening • questioning to obtain information and/or clarify information and understanding • routine oral reporting • two-way conversation
Communication difficulties may include:	• assumption that message has been received and/or correctly understood • illegible writing or print • limited ability of others to communicate in English • misunderstanding • noisy environments or communications channels • not following correct communication protocols and procedures • use of non-standard vocabulary
Communication may be with:	• local government authorities • police and other emergency services personnel • security personnel • supervisors/managers • tram/rail drivers • other professional or technical staff • other workplace personnel
Appropriate follow-up action may include:	• dealing with identified faults within own area of responsibility • identifying technical faults • referring identified faults to supervisor or appropriate personnel
Back-up or alternative systems may include:	• alternative frequencies and spectrums • alternative networks • landline network • mobile phone network • relay systems

Unit Sector(s)

Not applicable.

Competency Field

E – Communication and Calculation