



Australian Government

UEPOPS035 Coordinate workplace communication

Release: 1

UEPOPS035 Coordinate workplace communication

Modification History

Release 1. This is the first release of this unit of competency in the UEP Electricity Supply Industry - Generation Sector Training Package Release 2.0.

Application

This unit involves the skills and knowledge required to coordinate workplace communication and meetings.

Workplace communication is the process of exchanging information, both verbal and non-verbal, within a team. Communication fosters working relationships which can improve morale and lead to productivity increases.

Competency in this unit requires the ability to plan and prepare for communication, coordinate team communication, coordinate workplace meetings and represent team views. Individuals will, in general, work as an operator with responsibility for coordinating communications, in a power generation facility.

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

Pre-requisite Unit

UEPOPS041 Facilitate effective workplace communication

Competency Field

Operations

Unit Sector

Electricity generation

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

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

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|---|---|
| 1 Plan and prepare for communication | 1.1 Communication requirements are identified in accordance with workplace procedures |
| | 1.2 Work health and safety (WHS)/occupational health and safety (OHS) regulations, legislative requirements, codes of practice, manufacturers' recommendations and specifications, environmental requirements and workplace procedures are identified, applied and monitored |
| | 1.3 Workplace communication system is planned and established in accordance with workplace procedures |
| | 1.4 Workplace communications are monitored and modified in accordance with workplace procedures |
| 2 Coordinate team communications | 2.1 Forums, including briefings, meetings and committees, are scheduled and coordinated, as required, in accordance with workplace procedures |
| | 2.2 Information on workplace communication is coordinated and provided to team members in accordance with workplace procedures |
| | 2.3 Communication deficiencies are identified, and team members are made aware of action required and are informed of remedial options available, in accordance with workplace procedures |
| | 2.4 Team members are encouraged to participate in workplace communication forums in accordance with workplace procedures |
| 3 Coordinate workplace meetings | 3.1 Meetings are planned and organised, including distribution and clarification of agenda, notification of date, venue and attendees, in accordance with workplace procedures |
| | 3.2 Format and rules of meetings are established and applied in accordance with workplace procedures |
| | 3.3 Views of personnel are presented in minutes in accordance with workplace procedures |
| | 3.4 Meeting outcomes and agreed action plans are recorded, and details of next meeting are confirmed, in accordance with workplace procedures |
| 4 Represent team views | 4.1 Team view is determined, including possible options and |

acceptable alternatives or compromises, prior to a presentation in accordance with workplace procedures,

- 4.2 Team view is presented clearly and concisely in accordance with workplace procedures
- 4.3 Decisions and outcomes are conveyed to team members in accordance with 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 UEP Electricity Supply Industry - Generation Sector Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to UEPOPS450 Coordinate workplace communication.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1715b9fa-e7bd-441c-bb8d-cf22c9c825a8>

Assessment Requirements for UEPOPS035 Coordinate workplace communication

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least two separate occasions and include:

- applying work health and safety (WHS)/occupational health and safety (OHS) requirements, including:
 - emergency procedures
 - risk control measures
 - safe working practices
- coordinating team communications
- facilitating team meetings
- identifying team member problems with interpreting instructions and communicating with others
- implementing regulations, legislative requirements, codes of practice, manufacturers' recommendations and specifications, and environmental requirements
- managing workplace meetings
- planning and preparing for communication
- preparing meeting minutes and agendas
- representing team views after extracting information from team members
- using communication equipment
- utilising communication techniques and procedures.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- team member communication problems
- plan and prepare for workplace communication, including:
 - communication equipment
 - facilitation of team meetings
 - meeting agenda requisites
 - meeting and communication principles and procedures

- preparation of minutes
- regulations, legislative requirements, codes of practice, manufacturers' recommendations and specifications, and environmental requirements
- WHS/OHS requirements, including:
 - emergency procedures
 - risk control measures
 - safe working practices
- workplace documentation
- workplace policies and procedures.

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 access to:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, equipment specifications, regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1715b9fa-e7bd-441c-bb8d-cf22c9c825a8>