



Australian Government

UEPOPS041 Facilitate workplace communication

Release: 1

UEPOPS041 Facilitate 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 facilitate workplace communication.

Workplace communication is the process of exchanging information, both verbal and non-verbal, within a team or unit.

Competency in this unit requires the ability to plan and prepare for communication, facilitate team communications and determine team views. Individuals will, in general, work as a coordinator, in a power generation facility.

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

Pre-requisite Unit

There are no prerequisite units.

Competency Field

Operations

Unit Sector

Electricity generation

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Plan and prepare for communication

PERFORMANCE CRITERIA

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

1.1 Communication requirements are identified from relevant personnel and documentation in accordance with workplace procedures

1.2 Work health and safety (WHS)/occupational health and

		safety (OHS) and workplace procedures are identified applied and monitored
	1.3	Workplace communication system is established in accordance with workplace procedures
	1.4	Workplace communication system is monitored and modified in accordance with workplace procedures
2 Facilitate team communications	2.1	Workplace briefings and meetings are scheduled and facilitated in accordance with workplace procedures
	2.2	Written and verbal reports are presented clearly, concisely and logically in accordance with workplace procedures
3 Determine team views	3.1	Team consensus is achieved in accordance with workplace procedures
	3.2	Agendas and minutes are used to convey team decisions to relevant personnel 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 UEPOPS338 Facilitate 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 UEPOPS041 Facilitate workplace communication

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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
- communicating with team members using appropriate methods and techniques
- determining team views
- facilitating team communications
- planning and preparing for team communications
- using workplace communication procedures
- working with meeting agendas and minutes.

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:

- meeting agendas and minutes
- WHS/OHS legislated requirements
- workplace documentation
- plan and prepare for workplace communication, including:
 - communication equipment
 - document writing
 - facilitation of team meetings
- 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

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