



Australian Government

UEPOPS044 Liaise with stakeholders

Release: 1

UEPOPS044 Liaise with stakeholders

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 communicate with external and internal stakeholders.

Communication with stakeholders is about exchanging information, both verbal and non-verbal, with various internal and external personnel and organisations who may have an interest in the outcomes or activities of the workplace. Communicating with internal and external stakeholders requires the application of methods and techniques that enhance participation.

Competency in this unit requires the ability to plan and prepare for communication, communicate in writing, communicate orally, use communications systems and complete documentation. Individuals will, in general, work as an operator, 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 Prepare for communication

PERFORMANCE CRITERIA

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

1.1 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
- 1.2** Medium and tools for communication with stakeholders are determined in accordance with workplace procedures
 - 1.3** Urgent and important information for stakeholders is provided in accordance with workplace procedures
- 2 Communicate in writing**
- 2.1** Written communication is structured to provide or request information in accordance with workplace procedures
 - 2.2** Format is identified from analysis of available options and current circumstances in accordance with workplace procedures
 - 2.3** Written communication is concisely and logically presented in accordance with workplace procedures
 - 2.4** Information dissemination protocols are used in accordance with workplace procedures
- 3 Communicate orally**
- 3.1** Oral communication for stakeholders is structured to provide and/or request information in accordance with workplace procedures
 - 3.2** Oral communication is conveyed in accordance with workplace procedures
 - 3.3** Intent of oral communication is confirmed in accordance with workplace procedures
 - 3.4** Information dissemination protocols are used in accordance with workplace procedures
- 4 Use communications systems**
- 4.1** Communications system is used in accordance with manufacturers' specifications and workplace procedures
 - 4.2** Communications system is maintained and updated in accordance with workplace procedures
- 5 Complete documentation**
- 5.1** Communication equipment problems are reported in accordance with workplace procedures
 - 5.2** Documentation is updated 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 UEPOPS249 Liaise with stakeholders.

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 UEPOPS044 Liaise with stakeholders

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.

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
- communicating orally and in writing
- completing documentation
- complying with regulations, legislative requirements, codes of practice, manufacturers' recommendations and specifications, and environmental requirements
- preparing for communication
- using relevant communication mediums
- utilising communications systems.

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:

- communication systems, including electronic mediums
- regulations, legislative requirements, codes of practice, manufacturers' recommendations and specifications, and environmental requirements
- verbal and written communication techniques
- 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>