



Australian Government

UEPOPS249 Liaise with stakeholders

Release: 1

UEPOPS249 Liaise with stakeholders

Modification History

Release 1. This is the first release of this unit of competency in the UEP Generation Training Package.

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.

Note: Workplace practice

The application of the skills and knowledge described in this unit may require a licence or training permit to practice in the workplace where work is carried out on gas and electrical installations. Additional conditions may apply under state and territory legislative and regulatory licensing requirements.

Pre-requisite Unit

There are no prerequisite units.

Competency Field

Operations

Unit Sector

Electricity generation

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

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

1 Prepare for communication

- 1.1** Communication requirements are identified and confirmed, in accordance with workplace procedures and Work, Health and Safety (WHS)/Occupational, Health and Safety (OHS) regulations
- 1.2** Appropriate medium and tools for communication with stakeholders are determined
- 1.3** Urgent or important information for stakeholders is provided

2 Communicate in writing

- 2.1** Written communication is structured to provide or request information
- 2.2** Format is identified, from analysis of available options and current circumstances
- 2.3** Written communication is concisely and logically presented
- 2.4** Information dissemination protocols and procedures are adhered to, in accordance with workplace policy

3 Communicate orally

- 3.1** Oral communication for stakeholders is structured to provide or request information
- 3.2** Oral communication is conveyed concisely, logically and appropriately
- 3.3** Intent of oral communication is confirmed
- 3.4** Information dissemination protocols and procedures are adhered to, in accordance with workplace policy

4 Use communications systems

- 4.1** Communications system is used, in accordance with workplace procedures and manufacturers' recommendations
- 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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to UEPOPS249B 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 UEPOPS249 Liaise with stakeholders

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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, performance criteria and range of conditions on at least two separate occasions and includes:

- 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
- preparing for communication
- using appropriate 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, performance criteria and range of conditions and includes knowledge of:

- communication systems including electronic mediums
- verbal and written communication techniques
- WHS/OHS legislated requirements including:
 - emergency procedures
 - risk control measures
 - safe working practices
- workplace documentation
- workplace policies and procedures

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include

requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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 currently used in industry
- applicable documentation including workplace procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals.

Links

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