



Australian Government

UEPOPS338 Facilitate workplace communication

Release: 1

UEPOPS338 Facilitate workplace communication

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 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.

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

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 |
| | 1.2 Workplace communication system is established |
| | 1.3 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 |
| 3 Determine team views | 3.1 Team consensus is achieved |
| | 3.2 Agendas and minutes are used, in accordance with workplace procedures, to convey team decisions to appropriate personnel |

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 UEPOPS338B Facilitate effective 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 UEPOPS338 Facilitate 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, 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
- communicating with team members using approved methods and techniques
- facilitating team communications determining team views
- 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, performance criteria and range of conditions and includes 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

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.

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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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