



Australian Government

UEPOPS450 Coordinate workplace communication

Release: 1

UEPOPS450 Coordinate 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 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.

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

UEPOPS338 Facilitate effective workplace communication

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 Plan and prepare for communication

- 1.1** Communication requirements are identified, in accordance with workplace procedures, from analysis of team requirements
- 1.2** Workplace communication system is planned and established, in accordance with workplace procedures
- 1.3** Workplace communications are monitored and modified, as required, 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 policies and procedures
- 2.4** Team members are encouraged to participate in workplace communication forums, in accordance with workplace policies and 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 policies and procedures
- 3.4** Meeting outcomes and agreed action plans are recorded, and details of next meeting is confirmed, in accordance with workplace procedures

4 Represent team views

- 4.1** Team view is determined, in accordance with workplace procedures, including possible options and acceptable alternatives or compromises prior to a presentation

- 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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to UEPOPS450A Coordinate 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 UEPOPS450 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, 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
- coordinating team communications
- facilitating team meetings
- identifying team member problems with interpreting instructions and communicating with others
- 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, performance criteria and range of conditions and includes knowledge of:

- identifying 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

- 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.

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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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