



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>