

# PUAOPE002B Operate communications systems and Equipment

## Unit Descriptor

This unit covers the competency to transmit and receive communications in routine and operational situations using the organisation's communication systems and equipment.

**Employability Skills** This unit contains employability skills.

**Application of the Unit** The application of this unit in the workplace – the environments, complexities and situations involved - will be written during Phase II of the Review of the PUA00 Public Safety Training Package. This text will be useful for the purposes of job descriptions, recruitment advice or job analysis; where possible, it will not be too job specific to allow other industries to import it into other Training Packages, where feasible.

**Unit Sector** No sector assigned

## ELEMENT PERFORMANCE CRITERIA

1. Use communication systems and equipment
  - 1.1 Equipment is used and operated safely to support communications consistent with organisation's policies and procedures
  - 1.2 **Communication equipment** and techniques are selected to best meet the task, context and needs of the situation
  - 1.3 The **communication system** is correctly utilised to facilitate transmission and reception
  - 1.4 Communication systems are operationally maintained according to organisation's policies and procedures
  
2. Transmit and receive communications
  - 2.1 Information is transmitted concisely and clearly to facilitate accurate reception of the message in accordance with organisation's policy and procedures
  - 2.2 Contact is acknowledged, communication is confirmed and action initiated
  - 2.3 Communication faults and deficiencies are reported according to organisation's policy and procedures
  - 2.4 Alternative communication strategies are employed according to organisational procedures to address identified faults and deficiencies in communication
  - 2.5 Communication is processed and recorded in accordance with organisation's policies and procedures
  
3. Maintain communications equipment
  - 3.1 Fault finding techniques are applied and basic maintenance conducted according to organisational policies and procedures
  - 3.2 Faulty equipment is identified and noted for repair

## **REQUIRED SKILLS AND KNOWLEDGE**

This describes the essential skills and knowledge and their level, required for this unit.

### **Required skills:**

- clean and service communication equipment according to organisational procedures
- report communication faults and deficiencies according to organisational procedures
- use verbal communication procedures consistent with the organisation's communication system
- utilise the organisation's communication processes and systems

### **Required knowledge:**

- organisational policy and procedures relevant to the operation of communication equipment
- range of communication equipment available to the organisation
- the organisation's communication system

## **RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Communication equipment may include

- personal computers and modems
- radio
- facsimiles
- signalling devices
- mobile
- landline and satellite telephones
- pagers

Communication systems may include

- organisation's networks
- communication protocols
- verbal communication procedures
- geographical information systems
- relevant legislation such as Telecommunications Act

Verbal communication procedures may include

- pro-words
- phonetic alphabet
- call signs
- coded messages
- use of abbreviations
- emergency procedures

Voice procedures may include

- rhythm
- speed
- volume
- pitch
- sentences
- correcting mistakes
- repetitions

### **EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

It is essential for this unit that competency be demonstrated in accurately transmitting and receiving communications using the organisation's communication system and equipment

Consistency in performance

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments

#### **Context of and specific resources for assessment**

Context of assessment

Observation of the use of a range of communication equipment under non-operational and operational conditions or in a simulated environment

Specific resources for assessment

Access to relevant communication equipment

#### **Guidance information for assessment**

Information that will assist or guide assessment will be written during Phase II of the Review of the PUA00 Public Safety Training Package.