

<b>Domain</b>	<b>ROAD CONSTRUCTION AND MAINTENANCE - CORE</b>	<b>Unit ID: 708</b>
<b>Unit Title:</b>	<b>Communicate in the road construction and maintenance industry operations</b>	
<b>Level: 2</b>		<b>Credits: 3</b>

### **Purpose**

This unit standard is intended for those who work in road construction and maintenance operations. People holding credit for this unit standard are able to: Convey and receive information, participate in simple meetings, complete work related documents and locate specific information in written material.

### **Special Notes**

1. Entry information:
  - Prerequisite
    - None.
2. Assessment evidence may be collected from a real workplace or simulated real workplace or an appropriate simulated realistic environment in which road construction and maintenance operations are carried out.
3. Communication is carried out as an integral part of routine work.
4. Communication with others is to include, but not limited to plant operator, supervisors, co-workers, clients, trainers and may include the public
5. Communication modes are to include active listening, group interaction, questioning, verbal and written.
6. Communication transfer is to include the use of telephones (including mobile) and written communication may include e-mail, facsimile and internet.
7. Information includes but is not limited to site conditions, ground conditions, weather conditions, safety, work hours, breakdowns, machine hours and materials.
8. This unit standard is to be assessed in the context of road construction and maintenance operations and should be assessed in conjunction with other relevant technical unit standards selected from this subfield.
9. The performance of the elements of this unit standard must respect the confidentiality and the interest of the participants and their companies.

## **Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website [www.nta.com.na](http://www.nta.com.na).

## **Elements and Performance Criteria**

### **Element 1: Convey and receive information.**

#### **Range:**

Face to face and distant

#### **Performance Criteria**

- 1.1 Instructions are received and responded to with correct actions. Instructions may be verbal, in writing or by way of signs and symbols.
- 1.2 Instructions are conveyed accurately. Instructions may be verbal, in writing or by way of signs and symbols.
- 1.3 Information convey in a language understood by the recipient and receipt of message is confirmed.
- 1.4 Questions are used to gain additional information and to clarify understanding.
- 1.5 Verbal and written reporting is completed as required.
- 1.6 Visual communications used follow accepted industry practice and social norms.
- 1.7 Instances of unclear communication are followed up to avoid repeated problems.

### **Element 2: Participate in simple meetings.**

#### **Performance Criteria**

- 2.1 Agreed procedures and protocols are adhered to and respected.
- 2.2 Responses are sought and provided to others in the group in accordance with agreed protocol and procedures.
- 2.3 Constructive contributions are made in accordance with agreed protocol and procedures.
- 2.4 Questions are asked to clarify or solicit information.

### **Element 3: Complete work related documents.**

#### **Range**

Workplace documents are to include, but are not limited to, company procedures, regulations, safety procedures, industrial agreements, checklists, instructions, delivery docket, materials safety data sheets, workplace policies, quality requirements, bulletins, maps, notices, accidents reports, plans, work schedules and emergency procedures.

#### **Performance Criteria**

- 3.1 Forms relating to conditions of employment are completed accurately and legibly.
- 3.2 Forms about routine duties are completed accurately and legibly.
- 3.3 Job cards are completed accurately and legibly.

### **Element 4: Locate specific information in written material.**

#### **Performance Criteria**

- 4.1 Specific information relevant to purpose is located.
- 4.2 Key information is interpreted.

### **Registration Data**

<b>Subfield:</b>	Road Construction and Maintenance
<b>Date first registered:</b>	12 November 2009
<b>Date this version registered:</b>	12 November 2009
<b>Anticipated review:</b>	2013
<b>Body responsible for review:</b>	Namibia Training Authority