

	Unit ID: 2497
Domain	ELECTRICAL ENGINEERING- CORE
Title:	Communicate in an electrical work environment
Level: 2	Credits: 2

Purpose

This unit standard is intended for those who communicate in an electrical work environment. People credited with this unit standards are able to gather; convey and receive information; apply routine face-to-face communication; apply visual communication; participate in simple workplace meetings; complete relevant work-related documents; and locate and interpret specific information in written material.

This unit standard is intended for those who work in an electrical workplace environment.

Special Notes

1. Entry information:

Prerequisite

- *None*

2. Communication is carried out as an integral part of routine work.
3. Communication with others may include but is not limited to supervisors, team leaders, contractors, co-workers, trainers and the public.
4. This unit standard is to be assessed in the context of electrical operations and should be assessed in conjunction with other technical unit standards selected from this domain.
5. To demonstrate competence, at a minimum, evidence is required of the interpretation of five different workplace signs; successful completion of three tasks following instructions; conveying at least three pieces of information through visual communication to other workers; locating workplace documents, filling out three workplace documents accurately and participating in a workplace meeting.
6. Performance of all elements in this unit standard must comply with all relevant workplace requirements.

7. Assessment evidence may be collected from a real workplace or a simulated workplace environment in which electrical and related operations are carried out.
8. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 11, 2007
 - Regulations relating to the health & safety of employees at work under Schedule 1 (2) of the Labour Act No.11 of 2007, and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this Subfield may be awarded by institutions who meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and who comply with 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 on www.nta.com.na.

Elements and Performance Criteria

Element 1: Gather, convey and receive information

Range

Communication modes may include but is not limited to active listening, group interaction, questioning, verbal, written, meetings and interpreting of Electrical signage and symbols.

Communication transfer may include but is not limited to the use of telephones (including mobile phones), two-way radios, e-mail and facsimile.

Interpretation of signage may include but is not limited to site safety signs, directional signs, traffic signs, facility and/or location signs and hazard signs.

Performance Criteria

- 1.1 Verbal and written instructions are gathered, received and responded to with correct actions.
- 1.2 Instructions are conveyed accurately.
- 1.3 Work signage is responded to with correct action.
- 1.4 Information is conveyed in simple English and receipt of the message is confirmed.

- 1.5 Questions are used to gain additional information and to clarify understanding.

Element 2: Apply routine face-to-face communication

Performance Criteria

- 2.1 Oral messages are conveyed effectively and clearly.
- 2.2 Messages are received and receipt confirmed.
- 2.3 Body language is used effectively.
- 2.4 Effective speaking and listening skills are demonstrated.

Element 3: Apply visual communication

Performance Criteria

- 3.1 Visual communications are used by following accepted industry practice.
- 3.2 The attention of the communicating parties is obtained, confirmed and acknowledged.
- 3.3 The intention of the visual communication is clarified and confirmed at each step.
- 3.4 Visual communications which are unclear or ambiguous are questioned and rectified.

Element 4: Participate in simple workplace meetings

Performance Criteria

- 4.1 Correct processes for on-site meetings are identified and followed to predetermined or agreed procedures.
- 4.2 Responses are sought and provided to others in the group.
- 4.3 Relevant contributions to meeting discussions are made.
- 4.4 Meeting goals and outcomes are identified and recorded.

Element 5: Complete relevant work-related documents

Range

Workplace documents may include but are not limited to company procedures, regulations, safety requirements, induction procedures, industrial agreements, checklists, instructions, delivery docket, material safety data sheets, workplace policies, quality requirements, bulletins, maps, notices, accident (incident) reports, plans, work schedules and emergency procedures.

Performance Criteria

- 5.1 Forms relating to conditions of employment are completed accurately and legibly.
- 5.2 Forms about routine duties are completed accurately and legibly.
- 5.3 Job cards are completed accurately and legibly.

Element 6: Locate and interpret specific information in written material

Performance Criteria

- 6.1 Specific information relevant to purpose is located.
- 6.2 Key information is interpreted accurately.

Registration Data

Subfield:	Electrical Engineering
Date first registered:	23 November 2023
Date this version registered:	23 November 2023
Anticipated review:	23 November 2028
Body responsible for review:	Namibia Training Authority