

<b>Training Package</b>	<b>Film, Television, Radio and Multimedia (CUF01)</b>	<b>HSC Requirements and Advice</b>
<b>Title</b>	<b>Communicate using a two way system</b>	
<b>Unit code</b> <b>CUFBRD01A</b>	<b>Unit Descriptor</b> This unit describes the skills and knowledge required to effectively communicate using two way communication devices on any production within the cultural industries.	<b>HSC Indicative Hours</b>  <b>5</b>

<b>Evidence Guide</b>			
<b>Underpinning skills and knowledge</b>	<b>Linkages to other units</b>	<b>Resource requirements</b>	<b>HSC Requirements and Advice</b>
<p>Assessment must include evidence of essential knowledge of, and skills in, the following areas:</p> <ul style="list-style-type: none"> <li>• familiarity with specific two way communications equipment in use</li> <li>• ability to check equipment is working to specifications</li> <li>• interpretation of specifications for equipment</li> <li>• sources of advice, information, and technical support</li> <li>• basic maintenance of equipment, eg cleaning</li> <li>• oral communication techniques and skills</li> <li>• correct terminology which is relevant to the situation</li> <li>• international radio call signs (alpha, bravo etc)</li> <li>• vocal tone and volume control.</li> </ul>	<p>This unit underpins effective performance in a range of film, television and radio production and broadcasting skills.</p> <p>Combined training delivery and/or assessment is recommended.</p>	<p>Assessment requires access to a range of two way communications equipment listed in the range of variables statement, currently used by the cultural industries.</p>	<p><b>Key Terms and Concepts</b></p> <ul style="list-style-type: none"> <li>• communication</li> <li>• faults and defects</li> <li>• international radio call signs</li> <li>• maintenance</li> <li>• power sources</li> <li>• terminology</li> <li>• two-way communication equipment</li> <li>• vocal tone and volume.</li> </ul>

Method and context of assessment	Critical aspects of evidence	HSC Requirements and Advice
<p>Assessment may take place on the job, off the job or a mix of both of these.</p> <p>Off the job assessment must be undertaken in a closely simulated workplace environment.</p> <p>Assessment methods must include observation of performance during a practical demonstration. Direct observation may need to occur on more than one occasion to establish consistency of performance. A range of methods to assess the application of essential underpinning knowledge must support this and might include:</p> <ul style="list-style-type: none"> <li>• work samples or simulated workplace activities</li> <li>• oral questioning/interview</li> <li>• projects/reports/logbooks</li> <li>• third party reports and authenticated prior achievements</li> <li>• portfolios of evidence.</li> </ul>	<p>The following evidence is critical to the judgement of competence in this unit:</p> <ul style="list-style-type: none"> <li>• the correct use of equipment</li> <li>• clarity of oral communication.</li> </ul>	

### Key competencies

Key competencies	Level
Collecting, organising and analysing information	1
Communicating ideas and information	2
Planning and organising activities	-
Working with others and in teams	2
Solving problems	-
Using mathematical ideas and techniques	-
Using technology	1

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
1 Maintain and adjust communication equipment	1.1 Ensure that all talk back communication equipment is available at correct location for use	<p>Two way equipment may include:</p> <ul style="list-style-type: none"> <li>• headsets</li> <li>• open speaker</li> <li>• intercom</li> <li>• table mounted microphones</li> <li>• microphone attached to headset</li> </ul> <p>Relevant personnel may include:</p> <ul style="list-style-type: none"> <li>• supervisor</li> <li>• head of department</li> <li>• technical director</li> <li>• other technical staff</li> <li>• other specialist staff</li> <li>• floor manager</li> <li>• station manager</li> <li>• transmission operators</li> <li>• presentation operators</li> <li>• tape library personnel</li> <li>• tape operators</li> <li>• master control</li> <li>• news editor</li> <li>• producer</li> <li>• editor</li> <li>• tape editor</li> </ul>	<p><b>Learning experiences for the HSC must address:</b></p> <p>Awareness of the general features and purpose of two-way equipment including:</p> <ul style="list-style-type: none"> <li>• headsets</li> <li>• open speaker</li> <li>• intercom</li> <li>• microphones</li> <li>• two-way radio.</li> </ul> <p>Selection and use of equipment appropriate to event location including:</p> <ul style="list-style-type: none"> <li>• outdoor venues</li> <li>• large stage</li> <li>• small stage</li> <li>• studio</li> <li>• auditorium</li> <li>• remote locations</li> <li>• back stage</li> <li>• front of house.</li> </ul>
	1.2 Clean and undertake any required maintenance on the equipment and ensure that it is operational		
	1.3 Recognise faults and defects and take appropriate remedial action		<p><b>Learning experiences for the HSC must address:</b></p> <p>Faults and defects including:</p> <ul style="list-style-type: none"> <li>• damaged/broken components</li> <li>• malfunctions</li> <li>• missing parts.</li> </ul>
	1.4 Ensure power supply is appropriate and available and that any battery powered equipment is charged in advance of use		<p><b>Learning experiences for the HSC must address:</b></p> <p>Location of appropriate power sources at venues.</p> <p>An understanding of the importance of having back-up/alternate power supplies.</p>
	1.5 Adjust equipment to personal requirements to ensure incoming communications can be heard		<p><b>Learning experiences for the HSC must address:</b></p> <p>Working knowledge of a range of two-way communication systems.</p>

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
	1.6 Adjust microphone to ensure that outgoing communications are clearly transmitted		
	1.7 Ensure that equipment can be used comfortably		
2 Respond to incoming communications	2.1 Answer communications promptly, clearly and politely in accordance with enterprise procedures and standards		<p><b>Learning experiences for the HSC must address:</b></p> <p>Protocols for communication with a range of personnel.</p> <p>Effective and appropriate communication including:</p> <ul style="list-style-type: none"> <li>• identification of self and caller</li> <li>• answer call promptly</li> <li>• clear enunciation</li> <li>• polite/courteous manner</li> <li>• appropriate language/terminology.</li> </ul>
	2.2 Establish the purpose of the communication and repeat details to the caller to confirm understanding		<p><b>Learning experiences for the HSC must address:</b></p> <p>Effective communication skills including:</p> <ul style="list-style-type: none"> <li>• active listening</li> <li>• audible tone</li> <li>• clear voice.</li> </ul>
	2.3 Provide appropriate response to the caller, respond to request for action and confirm that it has been actioned		<p><b>Learning experiences for the HSC must address:</b></p> <p>Industry standards for workplace interaction with personnel including:</p> <ul style="list-style-type: none"> <li>• courtesy</li> <li>• discretion</li> <li>• confidentiality</li> <li>• structured follow-up procedures.</li> </ul>
	2.4 Advise caller if there will be any delay in responding and request the caller to stand-by for further communication		
3 Make outgoing communication	3.1 Obtain and select correct communication address		

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
	3.2 Establish purpose for communication prior to contacting the other party		<p><b>Learning experiences for the HSC must address:</b></p> <p>Awareness of the possible consequences of inappropriate/unnecessary use of two-way communication systems.</p>
	3.3 Use equipment correctly to establish contact		
	3.4 Clearly communicate the intended message and request confirmation that message has been understood and necessary action has been taken		<p><b>Learning experiences for the HSC must address:</b></p> <p>Enterprise/organisation procedures/techniques for communication over a two-way system including:</p> <ul style="list-style-type: none"> <li>• clear speech</li> <li>• audible volume</li> <li>• appropriate language and terminology</li> <li>• questioning techniques</li> <li>• feedback.</li> </ul>
4 Use appropriate language, tone and volume	4.1 Speak at a volume and tone which allows other party to clearly hear the message		<p><b>Learning experiences for the HSC must address:</b></p> <p>Awareness of barriers to effective communication.</p>
	4.2 Ensure that other people are not disturbed by volume of communications		
	4.3 Use language that will be understood by the other party		<p><b>Learning experiences for the HSC must address:</b></p> <p>Use of correct terminology that is relevant to the situation.</p> <p>Knowledge of international call signs including:</p> <ul style="list-style-type: none"> <li>• phonetic alphabet</li> <li>• 24-hour time.</li> </ul>