

Domain	METALLURGICAL PROCESSING - CORE	Unit ID: 1473
Title:	Communicate in processing operations	
Level: 2		Credits: 3

Purpose

This unit standard is intended for those who carry out metallurgical processing 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

- 1449 - *Comply with health, safety and environmental rules and regulations pertaining to processing operations; or demonstrated equivalent knowledge and skills.*
2. Assessment evidence may be collected from a real workplace or a simulated workplace in which processing operations are carried out.
 3. This unit standard should be assessed in conjunction with other relevant technical unit standards selected from the metallurgical processing, mineral processing, hydrometallurgy, or pyrometallurgy domain.
 4. Communication is carried out as an integral part of routine work. It may include but is not limited to supervisors, co-workers, clients, trainers, and the public by modes of active listening, group interaction, questioning, verbal and written communication, using telephone (including mobile), two-way radio, hand signals, and/or written communication.
 5. Information may include but is not limited to site conditions, ground conditions, weather conditions, work hours, breakdowns, machine hours, materials, and safety.
 6. The performance of the elements of this unit standard must respect the confidentiality and the interest of the participants and their companies.
 7. Regulations and legislation, including subsequent amendments, relevant to this unit standard may include but are not limited to the following:
 - Labour Act, No. 11, 2007
 - Mineral Act, No. 33, 1992
 - Mine Health and Safety Regulations, 1999
 - Regulations relating to the Health and Safety of employees at work, 1997 and all industry specific regulations, legislations, code of practice, or code of conduct.

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.

Elements and Performance Criteria

Element 1: Convey and receive information

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 may 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; notices; accidents reports; plans; shift hand-over and shift reports; 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

Subfield:	Metallurgy
Date first registered:	28 September 2016
Date this version registered:	28 September 2016
Anticipated review:	2021
Body responsible for review:	Namibia Training Authority