

Domain	METAL FABRICATION-CORE	Unit ID: 231
Title:	Apply workplace communication processes in a metal fabrication work place	
Level: 2		Credits: 2

Purpose

This unit standard specifies the competencies required to communicate effectively with other workers in a metal fabrication work place. The unit refers to competency in communication rather than English language. It includes gathering, conveying and receiving information through verbal, non-verbal, visual and written forms of communication. This unit standard is intended for those who work as welders and boilermakers.

Special Notes

1. Entry information

Prerequisite:

Unit 228 – Apply safety rules and regulations in a metal fabrication work environment or demonstrated equivalent knowledge and skills.

2. Communication is to be carried out as an integral part of routine work.
3. Communication with others is to include but is not limited to supervisors, contractors, co-workers, trainers and may include the public.
4. This unit standard is to be delivered and assessed in the context of metal fabrication operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
5. Assessment evidence may be collected from a real workplace or a simulated real workplace or an appropriate simulated realistic environment in which welder and boilermaker operations are carried out.
6. Performance of all elements in this unit standard must comply with manufacturers' specifications and workplace specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act 6 of 1992
 - Occupational Health and Safety Regulations No.18, 1997 and all subsequent amendments.

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 on www.nta.com.na

Elements and Performance Criteria

Element 1: Gather, convey and receive information

Range

Communication modes are to include active listening, group interaction, questioning, verbal, written, meetings and interpretation of signage.

Communication transfer is to include the use of telephones (including mobile), two-way radios, email, facsimile, internet. Evidence of conveying and receiving five pieces of information to other workers is required for assessment purposes.

Work related signs include site safety signs, directional signs, facility or location signs and hazard signs. Evidence of the interpretation of five different workplace signs is required for assessment purposes.

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 related signs are 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: Carry out routine face-to-face communication

Performance Criteria

- 2.1 Routine instructions and messages are received and followed.
- 2.2 Workplace procedures are carried out to company requirements.
- 2.3 Information from a range of sources is accessed and correctly interpreted.
- 2.4 Information is selected and sequenced correctly.

2.5 Verbal and written reporting is completed where required.

Element 3: Apply visual communication

Performance Criteria

- 3.1 Visual communications used follow accepted industry practice and social convention.
- 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.
- 3.5 Instances of unclear visual communications are followed up to avoid repeated problems.

Element 4: Participate in simple workplace meetings

Performance Criteria

- 4.1 Correct process for workplace meetings are identified and followed to pre-determined and agreed procedures.
- 4.2 Responses are sought and provided to others in the group. A minimum of one response is required for assessment purposes.
- 4.3 Constructive contributions are made.
- 4.4 Goals or outcomes are identified and recorded.

Element 5: Complete relevant work related documents

Range

Workplace documents are to include but are not limited to, accident reports, requisitions, issue slips, leave documents, job cards, time sheets, and permits to work, hot work permit and emergency procedures.

Evidence of the completion of one job card, one hot work permit and one leave document is required for assessment purposes.

Performance Criteria

- 5.1 Range of forms relating to conditions of employment is completed accurately and legibly.
- 5.2 Range of forms about routine duties is completed accurately and legibly.
- 5.3 Relevant work related reports are completed according to the nature of incidence being reported.

Element 6: Locate specific information in written material

Range

Written material may include but is not limited to company procedures, regulations, safety requirements, induction procedures, industrial agreements, checklists, instructions, delivery dockets, material safety data sheets, workplace policies, quality requirements, bulletins, maps, notices, work schedules.

Performance Criteria

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

Registration Data

Subfield:	Mechanical Engineering
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