

Domain	PLUMBING	Unit ID: 446
Title:	Communicate effectively with others as part of plumbing operations	
Level: 2		Credits: 2

Purpose

This unit standard specifies the competencies required to communicate effectively with other workers in a general plumbing workplace. The unit refers to competency in communication rather than the English language. It includes gathering, conveying and receiving information through verbal and written forms of communication participating in meetings and completing and locating relevant workplace documentation.

This unit standard is intended for those who work as plumbers.

Special Notes

1. Entry information:
 - Prerequisite
 - 434 - *Apply safety rules and regulations in plumbing operations* or demonstrated equivalent knowledge and skills.
2. Communication is carried out as an integral part of routine plumbing work.
3. Communication with others may include but is not be limited to supervisors, contractors, co-workers, trainers and the public.
4. This unit standard is to be assessed in the context of plumbing operations and should be assessed in conjunction with other relevant 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 five tasks following instruction, conveying at least five pieces of information to other workers; filling out at least three different workplace documents accurately and participating in an on-site meeting.
6. Assessment evidence may be collected from a real workplace or simulated real workplace or an appropriate simulated realistic environment in which plumbing operations are carried out.
7. Performance of all elements in this unit standard must comply with all relevant workplace requirements and/or manufacturers' specifications.
8. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, No. 6, 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 interpreting signage.

Communication transfer is to include the use of telephones (including mobile) and written communications may include e-mail, facsimile, internet, two-way radios.

Interpretation of signage is to include site safety signs, directional signs, traffic signs, facility 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 Routine instructions and messages are received and followed.
- 2.2 Workplace procedures are carried out according to workplace requirements.
- 2.3 Information from a range of sources is accessed and interpreted.
- 2.4 Information is selected and sequenced.
- 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 on-site meetings

Performance Criteria

- 4.1 Correct processes for on-site meetings are identified and followed to pre-determined and agreed procedures.
- 4.2 Responses are sought and provided to others in the group. One response is needed for assessment purposes.
- 4.3 Constructive contributions are made.
- 4.4 Goals and outcomes are identified and recorded.

Element 5: Complete relevant work related documents

Range

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

Evidence of the use of three different workplace documents and the accurate completion of one job-card is required for assessment purposes.

Performance Criteria

- 5.1 Range of forms relating to conditions of employment, are completed accurately and legibly.
- 5.2 Range of forms about routine duties, are completed accurately and legibly.

5.3 Job cards are completed accurately and legibly.

Element 6: Locate specific information in written material

Performance Criteria

6.1 Specific information relevant to purpose is located.

6.2 Key information is interpreted.

Registration Data

Subfield:	General Construction
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