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| **Unique Identifier (UI Code)** | IPS-03C |
| **Categories (Tags) – separate with commas if multiple** | Interpersonal skills, Communication, Common core |
| **Competency Title (short name)** | **Use Communication Equipment and Technology** |
| **Competency Statement** | Use communication equipment and technology according to task, role and workplace requirements. |
| **Performance Criteria** | * Select appropriate communication equipment and technology according to role and task requirements
* Use communication equipment and technology according to manufacturer's directions and workplace communication protocols
* Report any problems with communication equipment and technology to appropriate personnel according to workplace procedures
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| **Supporting Skills and Knowledge** | **Knowledge:*** Uses and operation of communication equipment and technology specific to a role and workplace
* Workplace procedures for the use of communication equipment and technology
* Workplace communication protocols
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| **Key Terms/Definitions Required** | **appropriate personnel*** People within or external to an organization that need to be notified or updated, according to the policies and procedures dictated by the workplace or an external body.

**communication equipment and technology*** Telephones, email, web conferencing software, text messaging, two-way radios, and other systems used to communicate in the workplace and while working remotely.

**workplace communication protocols*** Policies and procedures about communicating in a specific workplace. These may include guidance on use of language as well as observing a specific chain of command when communicating, as well as policies on personal communication during work hours.
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| **Context/Examples** | * Many jobs have some reliance on the use of communication equipment and technology to communicate with colleagues, customers, and others. The type and scope of the equipment and technology may vary greatly by role and work environment.
* Working remotely increases the use of technology for workplace communication and collaboration, compared to the same role when primarily based in the same worksite as other colleagues and team members.
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| **Learning Content/Links** | * Training for specific pieces of communication equipment and technology
* Training on workplace policies and procedures related to communication and communication equipment
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| **Assessment Methods** | * Observation of the candidate through direct or indirect interactions while using communication equipment and technology.
* Training records for specific communication equipment (e.g. valid radio operator’s certificate).
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