

1. Module details**Module name****Remote Area Essential Services****Module duration**

It is expected that students with the appropriate entry knowledge and skills will successfully complete this module in 76 - 80 hours.

Module code

NUE025

Discipline code

07031

2. Module purpose

This module will provide the learner with the skills and knowledge to use telephones effectively, carry out basic mathematical calculations, identification and reporting faulty electrical components, and the appropriate use of fire fighting equipment.

3. Prerequisites

Nil.

4. Relationship to competency standards

This module provides part of the underpinning knowledge and skills in the 'Evidence Guide' of specific units of competency in the National Electrotechnology Training Package and provides similar support, where mapped, to equivalent units in the National Metals and Engineering Competency Standards. For details refer to the module to unit maps, available from NUEITAB.

5. Content**Telephone**

Answer calls promptly and clearly.

Using designated business protocol procedures.

Making and receiving telephone calls in a workplace related context.

Obtain accurate telephone numbers from an appropriate source.

Establish contact using designated business protocol procedures.

Convey purpose all call clearly and concisely.

Mathematics

Using basic mathematical skills to perform calculations with whole numbers.

Fractions

Decimals

Percentages

Ratios

Proportions

Electrical

Identification and basic function of electrical components used for generating and distributing.

Electricity safety procedures when working with electricity.
 Identification of faulty electrical components.
 Reporting of faulty electrical components.

Fire fighting equipment

Fire extinguishers and signage
 Types of fire extinguishers
 Contents and colour
 Correct identification
 Use of fire extinguishers
 Use of water hose and reel
 Safety awareness

6. Assessment strategy

Assessment methods

Assessment should be progressive reflecting a holistic approach to ensure the module purpose is met. To assist in ensuring validity, reliability and fairness assessment instruments should include practical exercises, assignments and written tests consisting of a number of item types, such as multiple choice, short answer and problem solving.

Conditions of assessment

Learning and assessment will take place in an environment that is conducive to a learner's development.

7. Learning outcome details

Learning outcome 1

Operate a telephone system efficiently, communicating effectively in a workplace related context.

Assessment criteria

- 1.1 Answer calls promptly and clearly using designated business protocol procedures.
- 1.2 Identify callers correctly and establish their requirements accurately.
- 1.3 Operate equipment according to the equipment's operating manual.
- 1.4 Make and receive telephone calls in a workplace related context.
- 1.5 Obtain accurate telephone numbers from an appropriate source.
- 1.6 Record messages effectively using clear and concise language so that meaning is readily understood by the recipient.

Learning outcome 2

Use basic mathematical skills to perform simple calculations.

Assessment criteria

2.1 Perform calculations using whole numbers, fractions, decimals, percentages and ratio and proportion.

Learning outcome 3

Identify and report faulty generation and distribution equipment.

Assessment criteria

3.1 Identify and describe the basic functions of electrical components used for generating and distributing electricity on the community.

3.2 Describe correct safety procedures when working with electricity.

3.3 Identify and report faulty electrical components to the relevant agency.

Learning outcome 4

Correctly identify, select and use fixed and portable fire fighting equipment.

Assessment criteria

4.1 Name the types of fire extinguishers best suited to each class of fire.

4.2 Identify by colour the type of fire extinguisher best suited to each class of fire.

4.3 Identify fire fighting equipment other than extinguishers and hose reels.

4.4 Describe and demonstrate the method of use for the individual fire extinguishers.

4.5 Discuss the necessary fire fighting equipment signage.

4.6 Discuss and demonstrate the safety procedures required when using the fire fighting equipment.

8. Delivery of the module

Delivery strategy

Delivery strategies must be suitable for learning both theoretical and practical aspects described in the module purpose. It is considered that the most effective method to achieve this is by integration of theory and practice where students learn by experimentation, research and reports. It is recommended that learning and assessment be facilitated in a holistic manner that may require learning outcome sequence other than that indicated in the module.

Resource requirements

Students will need access to an operational powerhouse to gain maximum benefit from this module. They will also need access to all service manuals for the equipment they are training on.

Occupational health and safety requirements

A safe and healthy environment will be provided for students and teachers as well as the particular safety procedures followed as part of the learning / teaching activity and content.