

1. Title	Apply effective communication skills in discussions of electrical and mechanical issues
2. Code	EMCUOM204A
3. Range	With regard to electrical and mechanical operation management, apply effective communication skills to actively discuss, exchange ideas and respond to electrical and mechanical related issues (e.g. design, installation, inspection, commissioning, testing, running, repair, maintenance, occupational safety and health, project management, quality management, sales and marketing, etc.).
4. Level	2
5. Credits	3
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Effective communication skills</p> <ul style="list-style-type: none"> <li>◆ Understand effective communication skills, including speaking skill, listening skill, summarizing skill and interpersonal skill</li> <li>◆ Understand the functions of different communication media / tools <ul style="list-style-type: none"> <li>• Using email or fax</li> <li>• Using telephone for liaison and communication</li> <li>• Holding meetings, etc.</li> </ul> </li> <li>◆ Understand common terminology and technical terms used in the electrical and mechanical engineering services industry</li> </ul> <p>6.2 Understand work scope of the electrical and mechanical services, and apply effective communication skills to exchange ideas and foster discussion</p> <ul style="list-style-type: none"> <li>◆ Understand the work scope of the electrical and mechanical services, such as design, installation, inspection, commissioning, testing, running, repair, maintenance, occupational safety and health, project management, quality management, sales and marketing, etc.; and be capable to apply effective communication skills to exchange ideas and foster discussion so as to achieve the purpose of idea exchange and information delivery</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to apply effective communication skills and common terminology and technical terms used in the industry to take part in the discussion of electrical and mechanical issues.</p>
8. Remarks	This unit of competency is applicable to electrical and mechanical practitioners in general.