



Australian Government

RIICOM302D Communicate workplace information

Release: 4

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Modification History

Release	Comment
1	This unit replaces RIICOM302A Communicate workplace information
2	Required frequency and volume of evidence amended in Performance evidence. Substantial amendments made in Assessment Conditions field, including: references to Industry Sectors, assessor and subject matter expert experience requirements, how assessment should be conducted and what it should confirm.
3	Editorial corrections.
4	This version was released with RII Resources and Infrastructure Industry Training Package V7.1. Usage recommendation updated.

Application

This unit describes a participant's skills and knowledge required to communicate workplace information.

This unit is appropriate for those working in operational or supervisory roles.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Elements and Performance Criteria

1 Gather and interpret information	1.1 Access, interpret and apply communication documentation and ensure the work activity is compliant 1.2 Access information and data from a variety of information sources and communication systems 1.3 Seek additional necessary information 1.4 Interpret and apply correct information
2 Communicate information	2.1 Analyse and confirm the purpose of the communication with others 2.2 Participate in meetings and other information sharing events 2.3 Organise the communication logically so it is

	<p>structured and balanced according to the purpose, audience and context</p> <p>2.4 Deliver information that is clear, succinct and unambiguous, ensuring the language is applicable to the communication purpose and audience</p> <p>2.5 Ask questions of the audience and confirm meaning of information</p> <p>2.6 Listen actively to verbal information provided by others</p> <p>2.7 Communicate appropriate responses to questions, reactions and feedback provided by the audience</p>
3 Participate in informal negotiations	<p>3.1 Make adequate negotiation and planning preparations</p> <p>3.2 Confirm the purpose or objective of the negotiations</p> <p>3.3 Select a suitable negotiation approach in accordance with the purpose and relevant requirements, including location and time</p> <p>3.4 Carry out negotiations in a collaborative manner</p> <p>3.5 Recognise and allow for compromise whilst maintaining non-negotiable standards</p> <p>3.6 Conclusions reached are logically justified and reflect the purpose of the discussion</p> <p>3.7 Follow-up actions, including documentation and further discussions with the parties</p>

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit. Further information is available in the Resources and Infrastructure Industry Training Package Companion Volume.

Unit Mapping Information

Supersedes and is equivalent to RIICOM302A Communicating workplace information

Links

Companion Volume Implementation Guides are available from VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>