



**Australian Government**

# **RIICOM201D Communicate in the workplace**

**Release: 1**

## **RIICOM201D Communicate in the workplace**

### **Modification History**

Not applicable.

## Application

### Elements and Performance Criteria

1 Plan and prepare for workplace communication using equipment and systems	<p>1.1 Access, interpret and apply communication site documentation and ensure the work activity is compliant</p> <p>1.2 Identify and access communication equipment and system components</p> <p>1.3 Establish and maintain communication with others</p> <p>1.4 Access and apply communication equipment and systems safety procedures</p>
2 Communicate using communication equipment and systems	<p>2.1 Identify and select the most appropriate method of communication</p> <p>2.2 Use communication equipment and systems</p> <p>2.3 Acknowledge and respond to communication</p> <p>2.4 Take, confirm and pass messages on promptly to the others</p> <p>2.5 Pass communications in a clear and concise manner</p> <p>2.6 Follow safety procedures, including the passing of reports and observance of local communications and emergency procedures</p> <p>2.8 Identify and report faults in communication equipment</p>
3 Carry out face-to-face routine communication	<p>3.1 Speak clearly and listen carefully to promote understanding</p> <p>3.2 Ask questions of the audience and confirm meaning of information</p> <p>3.3 Maintain communication processes with others to assist flow of work activities</p> <p>3.4 Use site approved signalling methods to convey information</p> <p>3.5 Participate in discussion to obtain information and clarify meaning</p> <p>3.6 Communicate cooperatively and effectively with others</p>
4 Complete written documentation	<p>4.1 Complete written documentation clearly, concisely and on time</p> <p>4.2 Use approved documents</p> <p>4.3 Pass on written information to others</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**

RIICOM201A Communicate in the workplace

## **Links**

SkillsDMC RII Companion Volumes - <http://www.skillsdmc.com.au/>