



**Australian Government**

# **RIICOM201D Communicate in the workplace**

**Release: 2**

## **RIICOM201D Communicate in the workplace**

### **Modification History**

Unit application information added which was missing from release 1.

### **Application**

This unit describes a participant's skills and knowledge required to communicate in the workplace within the Resources and Infrastructure Industries. This unit is appropriate for those working in operational roles.

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

## 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>2.7 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/>