RIICOM201D Communicate in the workplace

Release: 3

RIICOM201D Communicate in the workplace

Modification History

Release	Comment
1	This unit replaces RIICOM201A Communicate in the workplace
2	Editorial corrections.
3	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.

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	1.1 Access, interpret and apply communication site documentation and ensure the work activity is compliant
	1.2 Identify and access communication equipment and system components
	1.3 Establish and maintain communication with others
	1.4 Access and apply communication equipment and systems safety procedures
2 Communicate using communication equipment and systems	2.1 Identify and select the most appropriate method of communication
	2.2 Use communication equipment and systems
	2.3 Acknowledge and respond to communication
	2.4 Take, confirm and pass messages on promptly to the others
	2.5 Pass communications in a clear and concise manner
	2.6 Follow safety procedures, including the passing of reports and

	observance of local communications and emergency procedures	
	2.7	Identify and report faults in communication equipment
3 Carry out face-to-face routine communication	3.1	Speak clearly and listen carefully to promote understanding
	3.2	Ask questions of the audience and confirm meaning of information
	3.3	Maintain communication processes with others to assist flow of work activities
	3.4	Use site approved signalling methods to convey information
	3.5	Participate in discussion to obtain information and clarify meaning
	3.6	Communicate cooperatively and effectively with others
4 Complete written documentation	4.1	Complete written documentation clearly, concisely and on time
	4.2	Use approved documents
	4.3	Pass on written information to others

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

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272