



Australian Government

RIICOM201E Communicate in the workplace

Release: 1

RIICOM201E Communicate in the workplace

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to communicate in the workplace in the resources and infrastructure industries and other industries with relevant work practices and procedures.

It applies to those working in operational roles. They generally work under supervision to undertake a prescribed range of functions involving known routines and procedures and take some responsibility for the quality of own work outcomes.

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan and prepare for workplace communication using equipment and systems	1.1 Obtain, interpret and confirm work requirements 1.2 Access, interpret and apply documentation and procedures 1.3 Identify and access communication equipment and system components 1.4 Establish and maintain communication with others 1.5 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 Pass on communications to others in a clear and concise manner 2.5 Follow safety procedures, including the passing of reports and observance of local communications and emergency procedures 2.6 Identify and report faults in communication equipment

ELEMENT	PERFORMANCE CRITERIA
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 according to workplace procedures 4.3 Pass on written information to others

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Writing	<ul style="list-style-type: none"> Produces and completes written documents required for workplace procedures
Self-management	<ul style="list-style-type: none"> Monitors and minimises own exposure to worksite risks and hazards during activities

Unit Mapping Information

Supersedes and is equivalent to RIICOM201D Communicate in the workplace.

Links

Companion Volume implementation guides is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>