



Australian Government

Assessment Requirements for RUCOM301E Communicate information

Release: 3

Assessment Requirements for RIICOM301E Communicate information

Modification History

Release	Comments
1	This unit replaces RIICOM301D Communicate information. Significant endorseable amendments have been made to Elements, Performance Criteria, Foundation Skills, Performance Evidence and Knowledge Evidence to better reflect current industry practices and clarify training outcomes.
2	Editorial corrections.
3	Amended typographical error in Performance Evidence and Unit Mapping Information.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements and performance criteria of this unit.

The candidate must demonstrate evidence of completion of communicating work activity information that safely, effectively and efficiently follows workplace procedures to carry out work activity on at least two occasions. This includes:

- applying technical literacy and communication skills to interpret and apply common industry terminology
- interpreting work procedures and processes as they apply to work activity
- identifying barriers to communication and strategies to reduce barriers for work activities
- communicating information via verbal forms:
 - speaking and communicating verbally with stakeholders and other employees to provide information and confirm meaning
 - completing a toolbox talk
- communicating information via non-verbal forms
- completing shift reports, including:
 - gathering information and planning the structure and content of the report, within the workplace processes
 - writing using techniques such as dot points, sub headings, simple language
- communicating and conveying work activity information electronically, including:
 - email
 - telephone

- radio
- ensuring communicated tasks are completed
- clarifying the purpose of the task with work team
- completing relevant work tasks in accordance with own role and responsibilities
- questioning and actively listening to others, for example when obtaining information on technical working activities
- participating in meetings including asking questions and providing responses
- making presentations of meaningful information to others
- participating in conflict resolution meetings, including discussion of resolution strategies, and documenting conflict resolution outcomes.

In the course of the above work, the candidate must also:

- locate and apply relevant workplace documentation, policies and procedures.

Knowledge Evidence

The candidate must demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit. This includes:

- relevant industry based communication requirements and systems
- organisational policies and procedures for communication
- topic or subject area which is the target for the communication
- factors for effective oral communication
- electronic communication mediums
- site conventions and requirements for written communications including report writing
- meeting procedures and follow-up requirements
- conflict resolution techniques and their application.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - communication systems
 - presentation media resources
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor Requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 years

Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.
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*Guidance on simulated environments has been stipulated in the RII Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume Implementation Guides are available from VETNet -

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