



Australian Government

**Assessment Requirements for RIICOM401
Communicate effectively in a remote work
environment**

Release: 1

Assessment Requirements for RIICOM401 Communicate effectively in a remote work environment

Modification History

Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 9.0. Newly created unit.
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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- participate in live communication on at least 2 occasions that:
 - requires the use of radio, telephone and/or computer systems
 - includes at least 1 urgent or high priority situation or a situation involving multiple events
- participate in at least 1 escalation process relating to maintenance, downtime, productivity, or emergency
- prepare at least 3 written communications made up of email and/or text message, and at least 1 formal written communication using organisational guidelines, for 1 of the following purposes:
 - briefing notes/handout
 - incident report
 - report to management on improvements identified during at least 1 debriefing.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- features and functions of operating communication equipment and systems relevant to own role
- organisational policies, procedures and protocols relating to oral and written workplace communication, including:
 - industry terminology
 - briefing and debriefing notes
 - incident / investigation reports
- privacy, security and confidentiality requirements for remote communication
- radio protocols

- professional protocols for telephone communication
- limits of authority and responsibility in own role
- decision rights when communicating remotely
- escalation procedures for remotely communicating critical safety information
- social and cultural context when communicating with diverse audiences
- emotional cues communicated by remote personnel, including:
 - talking faster
 - tone of voice
 - altered reactions
- difficulties of communicating remotely with team members and stakeholders without face-to-face contact or the advantage of body language
- negotiation techniques.

Assessment Conditions

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

- include access to:
 - control system/s
 - policies, procedures and protocols relating to oral and written workplace communication
 - communications technology
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with legislative and regulatory requirements and using policies, procedures and processes directly related to the industry sector for which the unit 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 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements.

This includes:

- 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/Unit 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
Units coded 'RIIARO' (Autonomous and Remote Operations)	Given that this is an emerging industry area, assessors are required to demonstrate vocational competencies at least to the level being assessed, and current industry skills directly relevant to the assessment being provided.	
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.	

*Guidance on simulated environments has been stipulated in the 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.

***Excluding units coded 'RIIARO' (Autonomous and Remote Operations).

Links

Companion Volume Implementation Guide is found on VETNet -

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

