



Australian Government

RIICOM401 Communicate effectively in a remote work environment

Release: 1

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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Application

This unit describes the skills and knowledge required to communicate with remote work team members or other stakeholders, using a range of communication technology. It includes using communication systems, preparing written communication, receiving and responding to operational messages from remote sites, and influencing positive outcomes from remote communications.

‘Remote’ in this context includes team members who are geographically close, but not in the same physical location, as well as those who are geographically remote.

The unit applies to those who control operations remotely and are required to undertake high frequency communication that is critical to the safety and quality of operations. They use communication technology that includes computer systems, radios, mobile and fixed line telephones, as well as email, text messages and other written communication.

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

Unit Sector

Coal mining

Metalliferous mining

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element
1. Use communication systems	1.1 Select type of communication medium to use according to situation/event and organisational requirements for recording communications 1.2 Receive, confirm, and acknowledge live communications

ELEMENT	PERFORMANCE CRITERIA
	<p>from diverse communication channels following organisational protocols</p> <p>1.3 Prioritise incoming communications to determine the order in which to undertake actions</p> <p>1.4 Use call signs, communication protocols and industry terminology in accordance with organisational requirements</p> <p>1.5 Comply with communication systems, security and confidentiality protocols</p> <p>1.6 Record information and complete logs as required by organisational procedures</p>
2. Prepare written communication	<p>2.1 Provide professional, timely responses to email and/or text messages using formal and informal language to suit context and recipient and in line with organisational protocols</p> <p>2.2 Prepare formal correspondence, documents and reports that meet organisational communication requirements and purpose</p> <p>2.3 Anticipate impact of written communication on target audience, and apply objective and persuasive language</p> <p>2.4 Review and amend written communication to meet organisational standards of expression and presentation and submit within required timeframes</p>
3. Receive and respond to operational messages from remote sites	<p>3.1 Reiterate key messages to clarify understanding</p> <p>3.2 Determine urgency and priority of situations</p> <p>3.3 Provide timely and accurate information and instructions</p> <p>3.4 Articulate clearly and concisely using standard terminology, following communication procedures and protocols relating to type of communication and message recipient</p> <p>3.5 Exchange critical safety information and escalate to required personnel in line with emergency protocols and organisation's escalation process</p>
4. Influence positive outcomes from remote communication	<p>4.1 Use professional, confident, respectful language to communicate information, opinions, instructions, and arguments in accordance with organisational communication policies</p> <p>4.2 Use debriefings with team members to address or question unsafe behaviours, time overruns and unplanned delays to maintain and improve safe production</p> <p>4.3 Use negotiation techniques to gain agreement when dealing with reluctance or objections to implementing instructions</p> <p>4.4 Follow organisational policies to minimise conflict and resolve issues through respectful and constructive discussion</p>

ELEMENT	PERFORMANCE CRITERIA
	4.5 Adapt communication to cater for diverse audiences and situations

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit. Newly created unit.

Links

Companion Volume Implementation Guide is found on VETNet -

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