



Australian Government

Department of Education, Employment and Workplace Relations

RIICOM302A Communicate workplace information

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the informal communication of information in the resources and infrastructure industries. It includes: gathering and interpreting information, communicating and analysing information, and participating in informal negotiations.

Application of the Unit

This unit is appropriate for those working in operational roles or as members of committees, at worksites within:

- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

<p>Elements describe the essential outcomes of a unit of competency.</p>	<p>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</p>
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Gather and interpret information	1.1. Access, interpret and apply <i>compliance documentation</i> relevant to the work activity 1.2. Access information and data from a variety of <i>information sources</i> and <i>communication systems</i> 1.3. Seek additional necessary information 1.4. Interpret information and apply it to the <i>work activity</i>
2. Communicate information	2.1. Analyse and confirm the purpose of the <i>communication</i> with other parties 2.2. Participate in meetings and other information sharing events 2.3. Organise the communication logically so it is structured and balanced according to the purpose, <i>audience</i> and context 2.4. Deliver information that is clear, succinct and unambiguous and ensure the language is applicable to the communication purpose and <i>audience</i> 2.5. Check delivered information with the <i>audience</i> to ensure it has been received accurately and is understood 2.6. Listen actively to oral information that is provided by others 2.7. Communicate appropriate responses to questions, reactions and feedback provided by the audience
3. Participate in informal negotiations	3.1. Make adequate <i>negotiation preparations</i> 3.2. Confirm the purpose or objective of the <i>negotiations</i> 3.3. Select a suitable negotiation approach in accordance with the purpose and relevant requirements, including location and time 3.4. Carry out negotiations in a collaborative manner 3.5. Recognise and allow for compromise whilst maintaining <i>non-negotiable standards</i> 3.6. Ensure conclusions reached are logically justified and reflect the purpose of the

	discussion 3.7. Carry out all required follow-up action, including documentation and further discussions with the parties, if necessary
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Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to communicate information in the workplace:

- apply legislative, organisation and site requirements and procedures
- apply research and interpretative skills to locate, interpret and apply relevant operational information
- apply technical literacy and communication skills sufficient to interpret and apply common industry terminology, and interpret work procedures and processes
- apply plain English speaking and communication skills in relation to oral communications with supervisors and other employees
- apply questioning and active listening skills, for example when obtaining information on technical working practices
- apply writing skills to allow effective written communications in the workplace
- apply effective listening and interpersonal skills to enable effective communication in meetings and negotiations
- apply planning and organising skills sufficient to prepare and manage communication processes covered in this unit
- apply teamwork skills sufficient to involve and engage the employers/supervisors in the communication processes

Required knowledge

Specific knowledge is required to achieve the performance criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following as required to communicate information in the workplace:

- legislation and regulations
- the topic or subject area which is the target for the communication
- the factors for effective oral communication
- the site conventions and requirements for written communications including report writing
- meeting procedures and follow-up requirements
- basic negotiating techniques and their application

Evidence Guide

<p>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
<p>Overview of assessment</p>	
<p>Critical aspects for assessment and evidence required to demonstrate competency in this unit</p>	<p>The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:</p> <ul style="list-style-type: none"> • knowledge of the requirements, procedures and instructions to communicate workplace information • implementation of requirements, procedures and techniques for the safe, effective and efficient completion of the communication of workplace information • working with others to undertake and complete the communication of workplace information that meets all of the required outcomes • consistent timely completion of the communication of workplace information that safely, effectively and efficiently meets the required outcomes
<p>Context of and specific resources for assessment</p>	<ul style="list-style-type: none"> • This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills. • Evidence for assessment is best gathered using the outcomes of products and processes of the workplace context. • The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job. • Customisation of assessment and delivery

	<p>environment to sensitively accommodate cultural diversity.</p> <ul style="list-style-type: none"> • Aboriginal people and other people from a non English speaking background may have second language issues. • Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular worksites may differ due to site circumstances. • Where applicable, physical resources should include equipment modified for people with disabilities. • Access must be provided to appropriate learning and/or assessment support when required.
Method of assessment	<p>This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:</p> <ul style="list-style-type: none"> • written and/or oral assessment of the candidate's required knowledge • observed, documented and/or first hand testimonial evidence of the candidate's: <ul style="list-style-type: none"> • implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes • consistently achieving the required outcomes • first hand testimonial evidence of the candidate's: <ul style="list-style-type: none"> • working with others to undertake and complete the communication of workplace information
Guidance information for assessment	<p>Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.</p>

Range Statement

<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<p>Relevant compliance documentation may include:</p>	<ul style="list-style-type: none"> • legislative, organisation and site requirements and procedures • manufacturer's guidelines and specifications • Australian standards • code of practice • Employment and Workplace Relations legislation • Equal Employment Opportunity and Disability Discrimination legislation • sustainability practices
<p>Information sources may be:</p>	<ul style="list-style-type: none"> • meetings • pre-shift presentations • cross-shift conversations • authorisations and work orders • Standard Operating Procedures (SOPs) and Safe Work Instructions (SWIs) • drawings and diagrams • plans and maps • permits • Materials Safety Data Sheets (MSDS) • performance agreements • mine site policies
<p>Communication systems may be:</p>	<ul style="list-style-type: none"> • email • Pit Ram/Scada • signalling methods • modular mining • written communication such as: <ul style="list-style-type: none"> • hard copy of electronic communications • memos • letters • reports etc • noticeboards • two-way-radios • telephone systems

Work activity may be:	<ul style="list-style-type: none"> • single tasks • groups of tasks to achieve a specific objective
Communication may be:	<ul style="list-style-type: none"> • face-to-face • in writing • by telephone • by electronic means • formal • informal • one-to-one • to groups
Audience may be:	<ul style="list-style-type: none"> • groups • individuals • managers • colleagues • contractors • visitors to site • tenderers
Negotiation preparation may include:	<ul style="list-style-type: none"> • the consideration of the subject matter • defining a position on the matter • the significance of the outcomes for the parties involved • the anticipated positions of the parties involved • the presentation of the facts • the issues relating to the matter and possible options for compromise
Negotiations are:	<ul style="list-style-type: none"> • discussions with supervisors, work group/team members and other audiences, as defined above, relating to issues or concerns that may impact on the operator's ability to carry out day-to-day operations and achieve work objectives
Non-negotiable standards may include:	<ul style="list-style-type: none"> • organisational procedures including emergency and safety • legislated standards

Unit Sector(s)

Communication

Competency field

Refer to Unit Sector(s).

Co-requisite units

Not applicable.