



Australian Government

RIICOM201D Communicate in the workplace

Release: 3

RIICOM201D Communicate in the workplace

Modification History

Release	Comment
1	This unit replaces RIICOM201A Communicate in the workplace
2	Editorial corrections.
3	Required frequency and volume of evidence amended in Performance evidence. Substantial amendments made in Assessment Conditions field, including: references to Industry Sectors, assessor and subject matter expert experience requirements, how assessment should be conducted and what it should confirm.

Application

This unit describes a participant's skills and knowledge required to communicate in the workplace within the Resources and Infrastructure Industries. This unit is appropriate for those working in operational roles.

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

Elements and Performance Criteria

1 Plan and prepare for workplace communication using equipment and systems	1.1 Access, interpret and apply communication site documentation and ensure the work activity is compliant 1.2 Identify and access communication equipment and system components 1.3 Establish and maintain communication with others 1.4 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 Take, confirm and pass messages on promptly to the others 2.5 Pass communications in a clear and concise manner 2.6 Follow safety procedures, including the passing of reports and

	observance of local communications and emergency procedures 2.7 Identify and report faults in communication equipment
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 4.3 Pass on written information to others

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit. Further information is available in the Resources and Infrastructure Industry Training Package Companion Volume.

Unit Mapping Information

RIICOM201A Communicate in the workplace

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for RIICOM201D Communicate in the workplace

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Performance Evidence

Evidence is required to be collected that demonstrates a candidate's competency in this unit. Evidence must be relevant to the roles within this sector's work operations and satisfy all of the requirements of the performance criteria of this unit and include evidence that the candidate:

- locates and applies relevant documentation, policies and procedures
- demonstrates completion of communicating in the work place that safely, effectively and efficiently meets all of the required outcomes on more than one (1) occasion including:
 - identifying communication strategies and systems
 - operating communications systems and equipment to convey meaning to others
 - communicating clearly and promptly to others to convey information and make meaning
 - listening carefully to instructions and information
 - participating in group discussions and engage with group members respectfully
 - asking questions to clarify meaning
 - communicating concisely both written and verbally
 - interpreting other communications such as flags, lights, signs, bells and whistles
 - identifying and reporting communication faults and deficiencies
 - using approved and preparing written documentation that communicates meaning to others

Knowledge Evidence

The candidate must demonstrate knowledge of communicating in the workplace through:

- relevant standards and site procedures
- worksite communication system components, applications and limitations
- procedures and safety requirements of communication equipment and systems
- common faults in communication equipment/systems
- emergency communication procedures
- record maintenance

Assessment Conditions

- An assessor of this unit must satisfy the requirements of the NVR/AQTF or their successors; and Industry regulations for certification and licensing; and,
- this unit is best assessed in the context of this sector's work environment; and,
- simulation may be used for assessment of this Unit of Competency where it does not compromise the quality of assessment outcomes and 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;
- this unit must be assessed in compliance with relevant legislation/regulation and using policies, procedures, processes and operational manuals directly related to the industry sector for which it is being assessed; and,
- assessment may be conducted in conjunction with the assessment of other Units of Competency; and,
- assessment must confirm consistent performance can be applied in a range of relevant workplace circumstances; and,
- assessors must demonstrate the performance evidence, and knowledge evidence as outlined in this Unit of Competency, and through the minimum years of current* work experience specified below in an Industry sector relevant to the outcomes of the unit; or,
- where the assessor does not meet experience requirements a co-assessment or partnership arrangement must exist between the qualified assessor and an Industry subject matter expert. The Industry subject matter expert should hold the unit being assessed (or an equivalent unit) and/or demonstrate equivalence of skills and knowledge at the unit level. An Industry technical expert must also demonstrate skills and knowledge from the minimum years of current work experience specified below in the Industry sector, including time spent in roles related to the unit being assessed; and,
- assessor and Industry subject matter expert requirements differ depending on the Australian Qualifications Framework Level (AQF) of the qualification being assessed and/or Industry Sector as follows:

Industry sector	AQF** Level	Required assessor or Industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Construction	1	1 Year
	2	2 Years

Drilling, Coal Mining and Extractive (Quarrying)	3-6	3 Years
Metalliferous Mining and Civil Construction	3-6	5 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.	

*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 frequent site assessments across various locations.

**Where a unit is being delivered outside of a Qualification the first numeric character in the Unit code should be considered to indicate the AQF level

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