



Australian Government

RIICOM202 Contribute to effectiveness of communication and teamwork in an autonomous workplace

Release: 1

RIICOM202 Contribute to effectiveness of communication and teamwork in an autonomous workplace

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 effectively communicate and work in teams in an autonomous workplace. It includes using communication equipment and collaborating with teammates to achieve team objectives.

The unit applies to those interacting with team members regardless of their location, and requiring communication skills essential to an autonomous workplace.

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. Contribute to planning team outcomes in an autonomous workplace	1.1 Identify team member locations, roles and responsibilities within the value chain for completing work according to organisational procedures 1.2 Collaborate with team members to identify and clarify goals and objectives for effectively completing work tasks to meet production targets and customer requirements 1.3 Support team members in meeting expected outcomes, targets, and requirements
2. Support autonomous workplace team	2.1 Participate in planning, decision making and operational aspects of the autonomous workplace team

ELEMENT	PERFORMANCE CRITERIA
operations	2.2 Complete own work activities and assist others in undertaking their required roles 2.3 Provide constructive feedback to team members to encourage their efforts and contributions to team operations 2.4 Identify issues of concern impacting team effectiveness and refer to relevant persons responsible for team operations 2.5 Resolve problems that impede the completion of team work activities according to organisational procedures and within scope of own role or escalate to relevant responsible personnel
3. Communicate in an autonomous workplace team using communication equipment and systems	3.1 Identify, access, and use communication equipment and system components within an autonomous workplace 3.2 Respond to communication signals from autonomous equipment and systems, reporting any faults that occur 3.3 Follow organisational protocols for use of communications equipment and systems 3.4 Take and confirm messages from internal and external sources accurately 3.5 Pass communications to team members across the value chain in a clear and concise manner 3.6 Complete written communication clearly, concisely and on time in accordance with organisational communication protocols

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>

Assessment Requirements for RIICOM202 Contribute to effectiveness of communication and teamwork in an autonomous workplace

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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, on at least 2 occasions:

- participate in communication of information to and between team members across the value chain to contribute towards safely meeting production targets and customer requirements.

During the above, the candidate must:

- discuss and clarify, with team members, team goals and responsibilities to operate within the autonomous workplace value chain
- work with team members to plan the reallocation of resources within the value chain to meet targets
- follow procedures for resolving problems and appropriately escalate problems outside own area or scope of responsibility
- operate communications systems and equipment:
 - radio; and/or
 - digital, tablet/touch screen, email, group instant messaging; and/or
 - telephone
- identify and respond to communication signals, including alarms, lights, signs, bells, or whistles; and report on any faults and deficiencies
- prepare communication documents in accordance with organisational requirements.

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:

- goals, objectives and plans that relate to the team's operation

- organisational protocols and processes for ensuring optimal team performance and outcomes, including:
 - options for addressing potential performance issues in the team activities
 - providing feedback to team members
 - expected behaviours in team activities
- organisational structure and linkages between functional teams within the autonomous workplace value chain
- indicators of problems that may impede autonomous workplace team/s performance in own role
- organisational principles and techniques in relation to teamwork, including:
 - motivation
 - negotiation
- impacts that team member behaviours and disputes may have on:
 - level of team performance
 - safely operating autonomous equipment and systems within a team context
 - achieving the required outputs
- components, applications, and limitations of autonomous workplace communication systems to ensure:
 - safe and effective operation
 - ability to identify and report on faults and malfunctions
- organisational communication protocols, standards, and site procedures.

Assessment Conditions

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

- include access to:
 - personal protective equipment
 - equipment required for communicating in the workplace
 - documentation relevant for guiding effective team performance
- 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).**

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