



Australian Government

RIICOM301D Communicate Information

Release: 3

RIICOM301D Communicate Information

Modification History

Release	Comment
1	This unit replaces RIICOM301B Communicate information
2	Assessment conditions rectified 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 to communicate information	1.1 Access, interpret and apply communication documentation and ensure the work activity is compliant 1.2 Identify the means of communication available to share information 1.3 Determine what needs to be communicated and the intended audience requirements 1.4 Determine the barriers to communication and how any problems can be solved
2 Communicate information verbally	2.1 Analyse and clarify the purpose of the verbal communication with the other parties 2.2 Adopt a verbal communication style to match the communication purpose and audience 2.3 Deliver information verbally to others in English that is clear, concise and explicit

	2.4 Verify the information is received by others to ensure it has been received accurately and understood 2.5 Listen carefully and intently to oral information that is received from others 2.6 Confirm accuracy of information received with the speaker
3 Communicate information in writing	3.1 Analyse and confirm the purpose or objective of the written communication 3.2 Format and present the document according to current Industry and enterprise practice 3.3 Organise the document logically so it is structured and balanced according to the purpose, audience and context 3.4 Written language is applicable to the communication purpose and audience 3.5 Written information is clear, succinct and explicit 3.6 Conclusions reached are logically justified and reflect the purpose of the written communication 3.7 Effectively complete preparation and the communication process within any specified time frame
4 Achieve meeting outcomes	4.1 Prepare for the meeting and ensure all requirements are covered in a timely and effective manner 4.2 Clarify the purpose of the meeting with all of those participating 4.3 Conduct the meeting effectively and address objectives and required outcomes 4.4 Record accurately the outcomes of the meeting and promptly provide minutes of the meeting to all participants 4.5 Document accurately all required action flowing from decisions reached at the meeting 4.6 Notify promptly persons responsible for implementing action from decisions at the meeting and confirm in writing details of the required action 4.7 Take appropriate follow-up action to ensure that all decisions of the meeting are acted upon as required
5 Make a presentation	5.1 Identify and clarify the purpose of the presentation and confirm with the intended audience 5.2 Organise the information to be communicated using contemporary structures, techniques and practices 5.3 Identify, evaluate and select the media resources available to

	use for the presentation 5.4 Organise and prepare structured and coherent presentation aids in advance 5.5 Check resources and presentation aids prior to the presentation to ensure that they are functioning properly 5.6 Make the presentation as planned, providing appropriate responses to the reactions and feedback from the audience 5.7 Evaluate the outcomes of the presentation and act upon the findings
6 Participate in negotiations	6.1 Make adequate preparation and planning for the negotiation 6.2 Select a suitable negotiation strategy in accordance with the purpose, including the location, time and approach to be taken 6.3 Conduct negotiations in accordance with the planned approach 6.4 Review negotiation outcomes in terms of desired outcomes of the parties and initiate suitable further action, if required 6.5 Follow-up actions arising from the negotiations, including further discussions with the parties, if necessary 6.6 Document outcomes of the negotiation

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

No equivalent unit

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 RIICOM301D Communicate Information

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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 information that safely, effectively and efficiently meets all of the required outcomes on more than one (1) occasion including:
 - applying technical literacy and communication skills sufficient to interpret and apply common Industry terminology, and interpret work procedures and processes
 - identifying barriers to communication and strategies to reduce barriers
 - speaking and communicating verbally with supervisors and other employees to provide information and confirm meaning
 - questioning and actively listening to others, for example when obtaining information on technical working practices
 - conducting/chairing and preparing including setting the agenda for one (1) meeting, reviewing previous minutes, determining action on agenda items, involving and engaging others in the communication throughout the meeting, assigning responsibilities for agenda items, preparing minutes of the meeting, following up on actions
 - participating in one (1) meeting including asking questions and providing responses
 - making one (1) formal presentation of meaningful information to others
 - writing one (1) negotiation strategy plan, participating in a negotiation meeting and documenting negotiation outcomes

Knowledge Evidence

The candidate must demonstrate knowledge of communicating information through:

- relevant Industry based communication requirements and systems
- topic or subject area which is the target for the communication
- knowledge of the factors for effective oral communication
- site conventions and requirements for written communications including report writing
- meeting procedures and follow-up requirements
- conducting a presentation
- basic negotiating techniques and their application

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; and,
- 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
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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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