



Australian Government

RIICOM301E Communicate information

Release: 3

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Modification History

Release	Comments
1	This unit replaces RIICOM301D Communicate information. Significant endorseable amendments have been made to Elements, Performance Criteria, Foundation Skills, Performance Evidence and Knowledge Evidence to better reflect current industry practices and clarify training outcomes.
2	Editorial corrections.
3	Amended typographical error in Performance Evidence and Unit Mapping Information.

Application

This unit describes the skills and knowledge required to communicate information to complete work activities within the mining, drilling and civil infrastructure industry. It includes planning and preparing for and conducting communication via a number of different methods to ensure work activities are understood.

This unit applies to individuals who are working in an operational, supervisory or team leader capacity.

Licensing, legislative and certification requirements that apply to this unit can vary between states, territories and industry sectors. Users must check requirements with relevant body before applying the unit.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan and prepare to communicate information	1.1 Access and interpret information and data from a variety of information sources and communication systems 1.2 Identify and prepare communication methods to ensure work activity information can be understood 1.3 Determine and confirm the purpose of the communication in relation to the work activity 1.4 Identify potential barriers and solutions to

ELEMENT	PERFORMANCE CRITERIA
	communication of work activity 1.5 Prepare and organise information in a logical and structured manner and according to the purpose, audience and context
2. Communicate information to achieve work activity outcomes	2.1 Deliver information in a clear, concise and succinct manner ensuring the language is applicable to the communication purpose and work activity 2.2 Confirm and follow communication policies and procedures that apply to interactions to complete work activity 2.3 Communicate and follow up with appropriate responses to questions, comments and feedback provided by the audience 2.4 Document and communicate all required actions flowing from work activity outcomes to relevant individuals and/or parties, in accordance with workplace policies and procedures 2.5 Review feedback provided by the audience and communicate appropriate responses to questions, reactions and feedback provided by the audience
3. Develop and perform work activity presentation	3.1 Identify and clarify the purpose of the presentation for work activity for the intended audience 3.2 Organise work activity information to be communicated using contemporary structures, techniques and practices 3.3 Identify, evaluate and select the media resources available to use for the presentation on work activity 3.4 Organise and prepare structured and coherent presentation aids in advance, in accordance with own role and responsibilities 3.5 Present as planned, providing appropriate responses to the reactions and feedback from the audience 3.6 Evaluate and action the outcomes of the presentation in accordance with work activity requirements
4. Participate in resolving conflicts	4.1 Identify and assess potential conflicts as they apply to work activity and the workplace 4.2 Identify common objectives between parties that can be mutually supported 4.3 Discuss and agree on an approach which will meet the majority of objectives for both parties 4.4 Assist in implementing and monitoring approach in accordance with relevant workplace policies and

ELEMENT	PERFORMANCE CRITERIA
	procedures 4.5 Check that the agreed requirements are being met and that conflict has been resolved

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Navigate the world of work	• With guidance, identifies main tasks, rights and responsibilities of own role • Meets a limited range of explicit workplace conventions and protocols
Interact with others	• Follows basic communication protocols and conventions • Recognises and respects the different expectations of others
Get the work done	• Follows instructions to complete a limited set of well-defined tasks
Writing	• Develops material for a specific audience using clear and detailed language to convey explicit information, requirements and recommendations
Oral communication	• Articulates clearly using specific language and suitable tone to convey requirements for different audiences • Uses active questioning and listening techniques to confirm understanding

Unit Mapping Information

Supersedes and is equivalent to RIICOM301D Communicate information.

Links

Companion Volume Implementation Guides are available from VETNet -

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

Assessment Requirements for RIICOM301E Communicate information

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements and performance criteria of this unit.

The candidate must demonstrate evidence of completion of communicating work activity information that safely, effectively and efficiently follows workplace procedures to carry out work activity on at least two occasions. This includes:

- applying technical literacy and communication skills to interpret and apply common industry terminology
- interpreting work procedures and processes as they apply to work activity
- identifying barriers to communication and strategies to reduce barriers for work activities
- communicating information via verbal forms:
 - speaking and communicating verbally with stakeholders and other employees to provide information and confirm meaning
 - completing a toolbox talk
- communicating information via non-verbal forms
- completing shift reports, including:
 - gathering information and planning the structure and content of the report, within the workplace processes
 - writing using techniques such as dot points, sub headings, simple language
- communicating and conveying work activity information electronically, including:
 - email
 - telephone

- radio
- ensuring communicated tasks are completed
- clarifying the purpose of the task with work team
- completing relevant work tasks in accordance with own role and responsibilities
- questioning and actively listening to others, for example when obtaining information on technical working activities
- participating in meetings including asking questions and providing responses
- making presentations of meaningful information to others
- participating in conflict resolution meetings, including discussion of resolution strategies, and documenting conflict resolution outcomes.

In the course of the above work, the candidate must also:

- locate and apply relevant workplace documentation, policies and procedures.

Knowledge Evidence

The candidate must demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit. This includes:

- relevant industry based communication requirements and systems
- organisational policies and procedures for communication
- topic or subject area which is the target for the communication
- factors for effective oral communication
- electronic communication mediums
- site conventions and requirements for written communications including report writing
- meeting procedures and follow-up requirements
- conflict resolution techniques and their application.

Assessment Conditions

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

- include access to:
 - communication systems
 - presentation media resources
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it 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 (RTOs) 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- 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	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

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.
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*Guidance on simulated environments has been stipulated in the RII 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.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

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