



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>