



**Australian Government**

# **RIICOM302D Communicate workplace information**

**Release: 4**

## RIICOM302D Communicate workplace information

### Modification History

| Release | Comment                                                                                                                                                                                                                                                                                                         |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | This unit replaces RIICOM302A Communicate workplace information                                                                                                                                                                                                                                                 |
| 2       | Required frequency and volume of evidence amended in Performance evidence.<br>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. |
| 3       | Editorial corrections.                                                                                                                                                                                                                                                                                          |
| 4       | This version was released with RII Resources and Infrastructure Industry Training Package V7.1.<br>Usage recommendation updated.                                                                                                                                                                                |

### Application

This unit describes a participant's skills and knowledge required to communicate workplace information.

This unit is appropriate for those working in operational or supervisory roles.

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

### Elements and Performance Criteria

|                                    |                                                                                                                                                                                                                                                                                                      |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 Gather and interpret information | 1.1 Access, interpret and apply communication documentation and ensure the work activity is compliant<br>1.2 Access information and data from a variety of information sources and communication systems<br>1.3 Seek additional necessary information<br>1.4 Interpret and apply correct information |
| 2 Communicate information          | 2.1 Analyse and confirm the purpose of the communication with others<br>2.2 Participate in meetings and other information sharing events<br>2.3 Organise the communication logically so it is                                                                                                        |

|                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                        | <p>structured and balanced according to the purpose, audience and context</p> <p>2.4 Deliver information that is clear, succinct and unambiguous, ensuring the language is applicable to the communication purpose and audience</p> <p>2.5 Ask questions of the audience and confirm meaning of information</p> <p>2.6 Listen actively to verbal information provided by others</p> <p>2.7 Communicate appropriate responses to questions, reactions and feedback provided by the audience</p>                                                                                                                               |
| 3 Participate in informal negotiations | <p>3.1 Make adequate negotiation and planning preparations</p> <p>3.2 Confirm the purpose or objective of the negotiations</p> <p>3.3 Select a suitable negotiation approach in accordance with the purpose and relevant requirements, including location and time</p> <p>3.4 Carry out negotiations in a collaborative manner</p> <p>3.5 Recognise and allow for compromise whilst maintaining non-negotiable standards</p> <p>3.6 Conclusions reached are logically justified and reflect the purpose of the discussion</p> <p>3.7 Follow-up actions, including documentation and further discussions with the parties</p> |

## 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

Supersedes and is equivalent to RIICOM302A Communicating workplace 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 RIICOM302D Communicate workplace information

### Modification History

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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 legislation, documentation, policies and procedures
- implementing the requirements, procedures and techniques for communicate in the workplace including:
  - research and interpretative skills to locate, interpret and applies relevant operational information
  - technical literacy and communication skills sufficient to interpret and apply common Industry terminology, and interpret work procedures and processes
  - questioning and active listening skills, for example when obtaining information on technical working practices
  - effective listening and interpersonal skills to enable effective communication in meetings and negotiations participating in meetings
- demonstrates completion of communicating workplace information that safely, effectively and efficiently meets all of the required outcomes on more than one (1) occasion including:
  - preparing information accurately to be shared
  - delivering information that is clear, concise and unambiguous

- asking questions to clarify meaning
- respond to question clearly and appropriately
- providing clear and informative feedback to others
- planning for and participating in informal negotiations

## Knowledge Evidence

The candidate must demonstrate knowledge of communicate workplace information:

- the topic or subject area which is the target for the communication
- effective oral communication
- conventions and requirements for written communications including report writing
- meeting procedures and follow-up requirements
- 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 |
|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| 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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