



Australian Government

RIICOM401 Communicate effectively in a remote work environment

Release: 1

RIICOM401 Communicate effectively in a remote work environment

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 communicate with remote work team members or other stakeholders, using a range of communication technology. It includes using communication systems, preparing written communication, receiving and responding to operational messages from remote sites, and influencing positive outcomes from remote communications.

‘Remote’ in this context includes team members who are geographically close, but not in the same physical location, as well as those who are geographically remote.

The unit applies to those who control operations remotely and are required to undertake high frequency communication that is critical to the safety and quality of operations. They use communication technology that includes computer systems, radios, mobile and fixed line telephones, as well as email, text messages and other written communication.

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. Use communication systems	1.1 Select type of communication medium to use according to situation/event and organisational requirements for recording communications 1.2 Receive, confirm, and acknowledge live communications

ELEMENT	PERFORMANCE CRITERIA
	from diverse communication channels following organisational protocols 1.3 Prioritise incoming communications to determine the order in which to undertake actions 1.4 Use call signs, communication protocols and industry terminology in accordance with organisational requirements 1.5 Comply with communication systems, security and confidentiality protocols 1.6 Record information and complete logs as required by organisational procedures
2. Prepare written communication	2.1 Provide professional, timely responses to email and/or text messages using formal and informal language to suit context and recipient and in line with organisational protocols 2.2 Prepare formal correspondence, documents and reports that meet organisational communication requirements and purpose 2.3 Anticipate impact of written communication on target audience, and apply objective and persuasive language 2.4 Review and amend written communication to meet organisational standards of expression and presentation and submit within required timeframes
3. Receive and respond to operational messages from remote sites	3.1 Reiterate key messages to clarify understanding 3.2 Determine urgency and priority of situations 3.3 Provide timely and accurate information and instructions 3.4 Articulate clearly and concisely using standard terminology, following communication procedures and protocols relating to type of communication and message recipient 3.5 Exchange critical safety information and escalate to required personnel in line with emergency protocols and organisation's escalation process
4. Influence positive outcomes from remote communication	4.1 Use professional, confident, respectful language to communicate information, opinions, instructions, and arguments in accordance with organisational communication policies 4.2 Use debriefings with team members to address or question unsafe behaviours, time overruns and unplanned delays to maintain and improve safe production 4.3 Use negotiation techniques to gain agreement when dealing with reluctance or objections to implementing instructions 4.4 Follow organisational policies to minimise conflict and resolve issues through respectful and constructive discussion

ELEMENT	PERFORMANCE CRITERIA
	4.5 Adapt communication to cater for diverse audiences and situations

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 RIICOM401 Communicate effectively in a remote work environment

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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:

- participate in live communication on at least 2 occasions that:
 - requires the use of radio, telephone and/or computer systems
 - includes at least 1 urgent or high priority situation or a situation involving multiple events
- participate in at least 1 escalation process relating to maintenance, downtime, productivity, or emergency
- prepare at least 3 written communications made up of email and/or text message, and at least 1 formal written communication using organisational guidelines, for 1 of the following purposes:
 - briefing notes/handout
 - incident report
 - report to management on improvements identified during at least 1 debriefing.

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:

- features and functions of operating communication equipment and systems relevant to own role
- organisational policies, procedures and protocols relating to oral and written workplace communication, including:
 - industry terminology
 - briefing and debriefing notes
 - incident / investigation reports
- privacy, security and confidentiality requirements for remote communication
- radio protocols
- professional protocols for telephone communication

- limits of authority and responsibility in own role
- decision rights when communicating remotely
- escalation procedures for remotely communicating critical safety information
- social and cultural context when communicating with diverse audiences
- emotional cues communicated by remote personnel, including:
 - talking faster
 - tone of voice
 - altered reactions
- difficulties of communicating remotely with team members and stakeholders without face-to-face contact or the advantage of body language
- negotiation techniques.

Assessment Conditions

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

- include access to:
 - control system/s
 - policies, procedures and protocols relating to oral and written workplace communication
 - communications technology
- 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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