



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **RIICOM301B Communicate information**

**Release: 1**

## **RIICOM301B Communicate information**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit covers the communication of information in resources and infrastructure industries. It includes: communicating information orally and in writing; achieving meeting outcomes; making presentations, and participating in negotiations.

### **Application of the Unit**

This unit is appropriate for those working in operational roles or as members of committees, at worksites within:

- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining

### **Licensing/Regulatory Information**

Refer to Unit Descriptor.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

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| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
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## Elements and Performance Criteria

| ELEMENT                               | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| 1. Communicate information orally     | 1.1. Access, interpret and apply <b><i>compliance documentation</i></b> relevant to the work activity<br>1.2. Analyse and clarify the purpose of the oral <b><i>communication</i></b> with the other parties<br>1.3. Adopt a suitable oral communication style to match the communication purpose and audience<br>1.4. Deliver oral information to others that is clear, succinct and unambiguous<br>1.5. Check the received information with the listener(s) to ensure it has been received accurately and understood<br>1.6. Listen carefully and intently to oral information that is received from others<br>1.7. Check the meaning with the speaker to ensure that the information has been received accurately and understood           |
| 2. Communicate information in writing | 2.1. Analyse and confirm the purpose or objective of the <b><i>written communication</i></b><br>2.2. Format and present the document according to current industry and enterprise practice<br>2.3. Organise the document logically so it is structured and balanced according to the purpose, audience and context<br>2.4. Ensure the written language is applicable to the communication purpose and audience<br>2.5. Ensure the written information is clear, succinct and unambiguous<br>2.6. Ensure conclusions reached are logically justified and reflect the purpose of the written communication<br>2.7. Complete preparation and the communication process within any specified time frame and to industry and worksite requirements |
| 3. Achieve meeting outcomes           | 3.1. <b><i>Prepare for the meeting</i></b> to cover all requirements in a timely and effective manner<br>3.2. Clarify the purpose of a meeting with all of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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|                                | <p>those participating</p> <p>3.3. <b>Conduct the meeting</b> effectively in accordance with standard procedures</p> <p>3.4. Record accurately the outcomes of an official meeting and promptly provide minutes of the meeting to all participants</p> <p>3.5. Document accurately all required action flowing from decisions reached at a meeting</p> <p>3.6. Notify promptly persons responsible for implementing action from decisions at a meeting and confirm in writing details of the required action</p> <p>3.7. Take appropriate follow-up action to ensure that all decisions of a meeting are acted upon as required</p>                                                                                                                                                                                                                                                       |
| 4. Make a presentation         | <p>4.1. Identify and clarify the purpose of a presentation and, where appropriate, confirm with the intended audience</p> <p>4.2. Organise the information to be communicated in a presentation and structure it in accordance with contemporary presentation techniques and practice</p> <p>4.3. Identify, evaluate and select the <b>media resources</b> available to use for the presentation</p> <p>4.4. Organise and prepare <b>presentation aids</b> in advance, in accordance with recognised standards of good practice</p> <p>4.5. Check resources and presentation aids where possible prior to the presentation to ensure that they are functioning properly</p> <p>4.6. Make the presentation as planned with appropriate response to the reactions and feedback provided by the audience</p> <p>4.7. Evaluate the outcomes of the presentation and act upon the findings</p> |
| 5. Participate in negotiations | <p>5.1. Make adequate <b>preparation for the negotiation</b></p> <p>5.2. Select a suitable negotiation strategy in accordance with the relevant requirements, including the location, time and approach to be taken</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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|  | <p>5.3. Conduct negotiations in accordance with the planned approach</p> <p>5.4. Review negotiation outcomes in terms of desired outcomes of the parties and initiate suitable further action, if required</p> <p>5.5. Carry out all required follow-up action to the negotiations, including further discussions with the parties, if necessary</p> <p>5.6. Document outcomes of the negotiation</p> |
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## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to communicate information in the workplace:

- apply legislative, organisation and site requirements and procedures
- apply research and interpretative skills to locate, interpret and apply relevant operational information
- apply technical literacy and communication skills sufficient to interpret and apply common industry terminology, and interpret work procedures and processes
- apply plain English speaking and communication skills in relation to oral communications with supervisors and other employees both informally and in making formal presentations
- apply questioning and active listening skills, for example when obtaining information on technical working practices
- apply writing skills to allow effective written communications in the workplace
- apply effective listening and interpersonal skills to enable effective communication in meetings and negotiations
- apply planning and organising skills sufficient to prepare and manage communication processes covered in this unit
- apply teamwork skills sufficient to involve and engage the employers/supervisors in the communication processes
- apply problem solving skills to assess technical industry issues

### Required knowledge

Specific knowledge is required to achieve the performance criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following as required to communicate information in the workplace:

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



## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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| <b>Overview of assessment</b>                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | <p>The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:</p> <ul style="list-style-type: none"> <li>• knowledge of the requirements, procedures and instructions to communicate information</li> <li>• implementation of requirements, procedures and techniques for the safe, effective and efficient completion of the communication of information</li> <li>• working with others to undertake and complete the communication of information that meets all of the required outcomes</li> <li>• consistent timely completion of the communication of information that safely, effectively and efficiently meets the required outcomes</li> </ul>            |
| <b>Context of and specific resources for assessment</b>                                             | <ul style="list-style-type: none"> <li>• This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.</li> <li>• Evidence for assessment is best gathered using the outcomes of products and processes of the workplace context.</li> <li>• The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.</li> <li>• Customisation of assessment and delivery environment to sensitively accommodate</li> </ul> |

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|                                            | <p>cultural diversity.</p> <ul style="list-style-type: none"> <li>• Aboriginal people and other people from a non English speaking background may have second language issues.</li> <li>• Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular worksites may differ due to site circumstances.</li> <li>• Where applicable, physical resources should include equipment modified for people with disabilities.</li> <li>• Access must be provided to appropriate learning and/or assessment support when required.</li> </ul>                                                                                                                                                                                                                                                                                                               |
| <b>Method of assessment</b>                | <p>This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:</p> <ul style="list-style-type: none"> <li>• written and/or oral assessment of the candidate's required knowledge</li> <li>• observed, documented and/or first hand testimonial evidence of the candidate's: <ul style="list-style-type: none"> <li>• implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes</li> <li>• consistently achieving the required outcomes</li> </ul> </li> <li>• first hand testimonial evidence of the candidate's: <ul style="list-style-type: none"> <li>• working with others to undertake and complete the communication of information</li> </ul> </li> </ul> |
| <b>Guidance information for assessment</b> | <p>Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

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| <b>Relevant compliance documentation</b> may include:                                                    | <ul style="list-style-type: none"> <li>• legislative, organisation and site requirements and procedures</li> <li>• manufacturer's guidelines and specifications</li> <li>• Australian standards</li> <li>• code of practice</li> <li>• Employment and Workplace Relations legislation</li> <li>• Equal Employment Opportunity and Disability Discrimination legislation</li> </ul> |
| <b>Communication</b> may be:                                                                             | <ul style="list-style-type: none"> <li>• face to face</li> <li>• in writing</li> <li>• by telephone</li> <li>• by electronic means</li> <li>• formal</li> <li>• informal</li> </ul>                                                                                                                                                                                                |
| <b>Written communication</b> may be prepared and stored in hard copy or electronic form and may include: | <ul style="list-style-type: none"> <li>• memos</li> <li>• letters</li> <li>• reports</li> </ul>                                                                                                                                                                                                                                                                                    |
| <b>Meeting preparation</b> may include:                                                                  | <ul style="list-style-type: none"> <li>• arrangements for the venue</li> <li>• issue of the notice of meeting to attendees and other interested parties</li> <li>• circulation of agenda and other papers</li> <li>• arrangements for visiting speakers</li> <li>• venue set up on the day</li> </ul>                                                                              |
| <b>Meeting conduct</b> may include:                                                                      | <ul style="list-style-type: none"> <li>• the handling of apologies</li> <li>• minutes</li> <li>• motions</li> <li>• discussion</li> <li>• voting</li> <li>• recording of outcomes according to industry</li> <li>• mine site conventions and rules of procedure</li> </ul>                                                                                                         |
| <b>Media resources</b> may include:                                                                      | <ul style="list-style-type: none"> <li>• the hardware aspects of projectors</li> <li>• computers</li> </ul>                                                                                                                                                                                                                                                                        |

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|                                             | <ul style="list-style-type: none"><li>• screens</li><li>• telecommunications equipment</li><li>• audio/visual equipment</li></ul>                                                                                                                                                         |
| <b>Presentation aids</b> may include:       | <ul style="list-style-type: none"><li>• overhead transparencies</li><li>• slides</li><li>• computer software materials</li><li>• presentation notes</li><li>• hand-outs</li><li>• computer disks</li><li>• videos</li></ul>                                                               |
| <b>Negotiation preparation</b> may include: | <ul style="list-style-type: none"><li>• full consideration of the subject matter</li><li>• the significance of the outcomes for the parties involved</li><li>• the facts</li><li>• the issues and options</li><li>• the perceived/anticipated positions of the parties involved</li></ul> |

## Unit Sector(s)

Communication

## Competency field

Refer to Unit Sector(s).

## Co-requisite units

Not applicable.