

RIICOM201	Communicate in the workplace
Unit descriptor	This unit covers communicating in the workplace in resources and infrastructure industries. It includes identifying and accessing site communication equipment and systems; communicating using site equipment and systems; carrying out face-to-face routine communication; and completing written documentation.
Employability skills	This unit contains employability skills.
Application of the unit	This unit is appropriate for those working in a operational roles, at worksites within: <ul style="list-style-type: none"> • Civil construction • Coal mining • Drilling • Extractive industries • Metalliferous mining
Competency field	Communication

ELEMENT	PERFORMANCE CRITERIA
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.
1. Identify and access site communication equipment and systems	<ol style="list-style-type: none"> 1.1. Access, interpret and apply compliance documentation relevant to the work activity 1.2. Identify and access communication equipment and system components 1.3. Establish and maintain communication 1.4. Access and apply safety procedures related to communication equipment and systems
2. Communicate using site equipment and systems	<ol style="list-style-type: none"> 2.1. Identify and select for use the most appropriate method of communication 2.2. Operate or use communication equipment and systems 2.3. Acknowledge and respond to communication or take, confirm and pass on promptly to the appropriate person 2.4. Pass communications in a clear and concise manner 2.5. Follow safety procedures, including the passing of reports and observance of local communications and emergency procedures 2.6. Identify and report faults in communication equipment
3. Carry out face-to-face routine communication	<ol style="list-style-type: none"> 3.1. Speak clearly and listen carefully to ensure information is understood 3.2. Ask questions and confirm meaning of information where required 3.3. Maintain communication processes with other personnel to assist flow of work activities 3.4. Use site approved signalling methods to convey information 3.5. Participate in discussion to obtain relevant information and clarify meaning 3.6. Communicate cooperatively with other personnel
4. Complete written documentation	<ol style="list-style-type: none"> 4.1. Complete all required documentation/computer generated documentation clearly, concisely and on time, using plain English 4.2. Use approved documents 4.3. Pass on written information to appropriate personnel

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 for the safe, effective and efficient conduct of workplace communication:

- apply legislative, organisation and site requirements and procedures
- communicate clearly and promptly, listening carefully to instructions and information
- communicate concisely both written and verbally
- operate communications systems and equipment
- interpret other communications such as flags, lights, signs, bells and whistles
- apply operational safety requirements
- identify and report communication faults and deficiencies according to site procedures

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 for the safe, effective and efficient conduct of workplace communication:

- current relevant legislative requirements, standards and site procedures
- worksite communication system components
- types of communications equipment and systems and their applications and limitations
- operational procedures and safety requirements of communication equipment and systems
- common faults in communication equipment/systems
- emergency communication procedures
- record maintenance
- site requirements and constraints related to communication equipment/systems

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.

Relevant compliance documentation

may include:

- legislative, organisation and site requirements and procedures
- manufacturer's guidelines and specifications
- Australian standards
- code of practice
- Employment and workplace relations legislation
- Equal Employment Opportunity and Disability Discrimination legislation

Communication equipment and systems

may include:

- the systems overview
- operating directories
- communication equipment
- site specific procedures and constraints including:
 - call signs
 - area descriptions
 - voice procedure
 - protocols
- emergency procedures

Safety procedures

may include:

- standard work instructions or equivalent
- avoidance of energy sources

RANGE STATEMENT	
	<ul style="list-style-type: none"> • care of equipment • compliance with hazardous zone procedures
Communication may be by:	<ul style="list-style-type: none"> • radio • telephone • computer • lights • audible singles (bells, whistles and sirens) • physical signals (lamps and flags) • written and • verbal
Signaling may include:	<ul style="list-style-type: none"> • hand signals • horn and/or whistle • safety lights • cap lamp • emergency communication and signaling procedures
Documentation may include:	<ul style="list-style-type: none"> • end of shift documentation • work log • supplies log • computer readings • personal danger tags • warning tags
Plain English presenting can be defined as information which is:	<ul style="list-style-type: none"> • visually inviting • logically organised • understandable on the first reading • in an order the reader will understand

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.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<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"> • knowledge of the requirements, procedures and instructions to communicate on a workplace • implementation of requirements, procedures and techniques for the safe, effective and efficient communication in the workplace • working with others to communicate in the workplace and meet all of the required outcomes • consistent timely communication in the workplace that safely, effectively and efficiently meets the required outcomes
Context of and specific resources for assessment	<ul style="list-style-type: none"> • 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. • Evidence for assessment is best gathered using the outcomes of products and processes of the workplace context. • 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. • Customisation of assessment and delivery environment to sensitively accommodate cultural diversity. • Aboriginal people and other people from a non English speaking background may have second language issues. • 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. • Where applicable, physical resources should include equipment modified for people with disabilities. • Access must be provided to appropriate learning and/or assessment support when required.
Method of assessment	This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this

EVIDENCE GUIDE	
	<p>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"> • written and/or oral assessment of the candidate's required knowledge • observed, documented and/or first hand testimonial evidence of the candidate's: <ul style="list-style-type: none"> ◦ implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes ◦ consistently achieving the required outcomes • first hand testimonial evidence of the candidate's: <ul style="list-style-type: none"> ◦ working with others to communicate in the workplace
Guidance information for assessment	Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.