



Australian Government

RIICOM301 Communicate information

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Modification History

Release	Comments
1	This unit of competency was first released in RII Resources and Infrastructure Industry Training Package Release 12.0.

Application

This unit describes the skills and knowledge required to communicate information to achieve work activity outcomes and ensure information is understood in the mining, drilling, extractive and civil infrastructure industries.

This unit applies to those working in an operational or supervisory capacity who are required to plan, prepare, and communicate information to achieve work activity outcomes using different methods to ensure the information is understood.

Licensing/Regulatory Information

Licensing, legislative and certification requirements that apply to this unit can vary between states, territories and industry sectors. Users must check the requirements with the relevant body before applying the unit.

Refer to the **RII Companion Volume Implementation Guide Addendum: Risk Management and Safety** for guidance on sector and jurisdictional context.

Pre-requisite unit(s)

No pre-requisite units

Competency field(s)

Communication

Communication and Teamwork

Work Health & Safety

Unit sector(s)

N/A

Elements and Performance Criteria

Element	Performance criteria
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<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 Determine and confirm the purpose, audience and urgency of the communication in relation to the work activity 1.2 Access and interpret relevant information and data to support the planning and preparation of workplace communications 1.3 Identify and prepare communication methods to ensure work activity information can be understood 1.4 Identify potential barriers to communication of work activities and appropriate solutions 1.5 Prepare and organise information in a logical and structured manner and according to the purpose, audience and work activity
2. Communicate information to achieve work activity outcomes	2.1 Communicate information in a clear, concise and succinct manner, ensuring the language and method are appropriate to the purpose, audience and work activity, and confirming that the information has been understood 2.2 Review and respond to questions, comments and feedback from the audience, following up where required to confirm understanding and achieve work activity outcomes 2.3 Document and communicate all required actions flowing from work activity outcomes to relevant individuals or groups
3. Plan and deliver a work activity presentation	3.1 Identify and clarify the purpose, message and intended audience of the presentation 3.2 Organise work activity information in a logical and structured manner appropriate to the purpose and audience of the presentation 3.3 Identify, prepare and organise appropriate presentation aids and resources to support delivery 3.4 Deliver the presentation as planned, providing appropriate responses to audience feedback 3.5 Record and follow up on the agreed actions arising from the presentation
4. Communicate through challenging workplace situations	4.1 Recognise workplace situations that require careful or sensitive communication, including potential or actual conflict 4.2 Determine the appropriate time, place and approach for the communication

	4.3 Clarify the purpose and objectives of the communication with relevant parties 4.4 Conduct the communication in a respectful and professional manner, applying active listening techniques to understand the perspectives and concerns of all parties 4.5 Work towards agreed actions that address the needs of all parties 4.6 Confirm agreed actions are understood, documented and followed up on 4.7 Recognise when the situation gives rise to escalation or consultation obligations and act in accordance with own role, responsibilities and relevant legislation
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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
Reading	- Interprets and applies workplace procedures, reports, work activity information and other documentation to identify and communicate relevant information accurately - Reviews information from a range of sources to support communication planning and workplace presentations
Writing	- Develops workplace communications, reports, presentations and records using language, structure and formatting appropriate to the audience and purpose - Documents agreed actions and communication outcomes in accordance with workplace requirements
Oral communication	- Selects and adapts communication techniques, language and tone to suit the audience, purpose and workplace context - Uses questioning, active listening and feedback techniques to confirm understanding and support effective workplace communication - Participates in and facilitates workplace discussions, presentations and challenging conversations in a professional manner
Technology	Uses workplace communication systems, presentation tools and electronic communication platforms to communicate

	information, share documents, record outcomes and support work activity objectives
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Range of conditions

N/A

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Assessment Requirements for RIICOM301 Communicate information

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit.

The candidate must demonstrate communicating work activity information safely, effectively and efficiently, following workplace procedures to carry out work activity on at least two occasions.

This includes:

- communicating work activity information using industry terminology appropriate to the audience and task
- selecting a communication technique appropriate to the situation or work activity
- ensuring communication is understood
- interpreting work procedures and processes as they apply to work activity
- identifying barriers to communication and strategies to reduce barriers for work activities
- communicating information via verbal forms:
 - speaking and communicating verbally with stakeholders and other employees to provide information and confirm meaning
 - completing a toolbox talk or similar workplace process
- communicating information via non-verbal forms
- completing shift reports, including:
 - gathering information and planning the structure and content of the report, within the workplace processes
 - writing using techniques including dot points, subheadings, and simple language
- communicating and conveying work activity information electronically, including:
 - email
 - telephone
 - radio
- ensuring communicated tasks are completed
- clarifying the purpose of the task with the work team
- questioning and actively listening to others
- participating in meetings, including asking questions and providing responses

- making presentations of meaningful information to others
- communicating to address a challenging or sensitive workplace situation, including discussion of resolution strategies, documenting resolution outcomes, and attending meetings where applicable
- communicating through challenging workplace situations

In the course of the above work, the candidate must locate, apply and follow:

- relevant workplace documentation, including policies and procedures
- workplace risk management system(s)
- legislation, safety regulations, standards and Codes of Practice

Knowledge Evidence

The candidate must demonstrate the knowledge needed to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- relevant industry-based communication requirements and systems
- organisational policies and procedures for communication
- communication techniques and their application according to audience and urgency of communication
- topic or subject area which is the target for the communication
- factors for effective oral communication
- electronic communication mediums
- site conventions and requirements for written communications, including report writing
- meeting procedures and follow-up requirements
- techniques to communicate through a challenging or sensitive workplace situation, including conflict resolution techniques
- approaches to maintain professionalism and respect in difficult or sensitive conversations
- techniques to assess that communication is understood
- recognising workplace situations that require careful or sensitive communication and knowing when to escalate or consult through appropriate channels

Assessment Conditions

The assessment must:

- include access to communication systems and presentation media resources
- be conducted in a safe environment
- be assessed in the context of this sector's work environment

- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

This unit of competency may be assessed in the workplace or in a simulated environment. Workplace simulation criteria are stipulated in the RII Companion Volume Implementation Guide.

Industry Experts

An industry expert engaged by an RTO to wholly or partially conduct assessment, independently or together with another assessor, or be involved in an assessment judgement, must also satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

In addition to the requirements in applicable vocational education and training legislation, frameworks and/or standards, assessors and industry experts must also have a minimum of three (3) years industry experience, directly relevant to the training and assessment being provided.

Mandatory Workplace Requirements

Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.

Unit Mapping Information

Previous Code and Title	Equivalence	Comments
RIICOM301E Communicate information	Equivalent	Revision and updates to elements, performance criteria, performance and knowledge evidence to better reflect current industry practice. Revision of assessment conditions in line with the Standards for RTOs 2025.

Links

Companion volumes, including implementation guides, are found on the national training register - <https://training.gov.au/training/details/RII>.