



Australian Government

RIICOM301D Communicate Information

Release: 3

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Modification History

Release	Comment
1	This unit replaces RIICOM301B Communicate information
2	Assessment conditions rectified Editorial corrections.
3	Required frequency and volume of evidence amended in Performance evidence. 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.

Application

This unit describes a participant's skills and knowledge required to communicate in the workplace within the Resources and Infrastructure Industries.

This unit is appropriate for those working in operational roles.

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

Elements and Performance Criteria

1 Plan and prepare to communicate information	<p>1.1 Access, interpret and apply communication documentation and ensure the work activity is compliant</p> <p>1.2 Identify the means of communication available to share information</p> <p>1.3 Determine what needs to be communicated and the intended audience requirements</p> <p>1.4 Determine the barriers to communication and how any problems can be solved</p>
2 Communicate information verbally	<p>2.1 Analyse and clarify the purpose of the verbal communication with the other parties</p> <p>2.2 Adopt a verbal communication style to match the communication purpose and audience</p> <p>2.3 Deliver information verbally to others in English that is clear, concise and explicit</p> <p>2.4 Verify the information is received by others to ensure it has been received accurately and understood</p> <p>2.5 Listen carefully and intently to oral information that is received from others</p> <p>2.6 Confirm accuracy of information received with the speaker</p>
3 Communicate information in writing	<p>3.1 Analyse and confirm the purpose or objective of the written communication</p> <p>3.2 Format and present the document according to current Industry and enterprise practice</p> <p>3.3 Organise the document logically so it is structured and balanced according to the purpose, audience and context</p> <p>3.4 Written language is applicable to the communication purpose and audience</p> <p>3.5 Written information is clear, succinct and explicit</p> <p>3.6 Conclusions reached are logically justified and reflect the</p>

	<p>purpose of the written communication</p> <p>3.7 Effectively complete preparation and the communication process within any specified time frame</p>
4 Achieve meeting outcomes	<p>4.1 Prepare for the meeting and ensure all requirements are covered in a timely and effective manner</p> <p>4.2 Clarify the purpose of the meeting with all of those participating</p> <p>4.3 Conduct the meeting effectively and address objectives and required outcomes</p> <p>4.4 Record accurately the outcomes of the meeting and promptly provide minutes of the meeting to all participants</p> <p>4.5 Document accurately all required action flowing from decisions reached at the meeting</p> <p>4.6 Notify promptly persons responsible for implementing action from decisions at the meeting and confirm in writing details of the required action</p> <p>4.7 Take appropriate follow-up action to ensure that all decisions of the meeting are acted upon as required</p>
5 Make a presentation	<p>5.1 Identify and clarify the purpose of the presentation and confirm with the intended audience</p> <p>5.2 Organise the information to be communicated using contemporary structures, techniques and practices</p> <p>5.3 Identify, evaluate and select the media resources available to use for the presentation</p> <p>5.4 Organise and prepare structured and coherent presentation aids in advance</p> <p>5.5 Check resources and presentation aids prior to the presentation to ensure that they are functioning properly</p> <p>5.6 Make the presentation as planned, providing appropriate responses to the reactions and feedback from the audience</p> <p>5.7 Evaluate the outcomes of the presentation and act upon the findings</p>
6 Participate in negotiations	<p>6.1 Make adequate preparation and planning for the negotiation</p> <p>6.2 Select a suitable negotiation strategy in accordance with the purpose, including the location, time and approach to be taken</p> <p>6.3 Conduct negotiations in accordance with the planned approach</p> <p>6.4 Review negotiation outcomes in terms of desired outcomes of the parties and initiate suitable further action, if required</p>

	6.5 Follow-up actions arising from the negotiations, including further discussions with the parties, if necessary
	6.6 Document outcomes of the negotiation

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

No equivalent unit

Links

SkillsDMC RII Companion Volumes - <http://www.skillsdmc.com.au/>