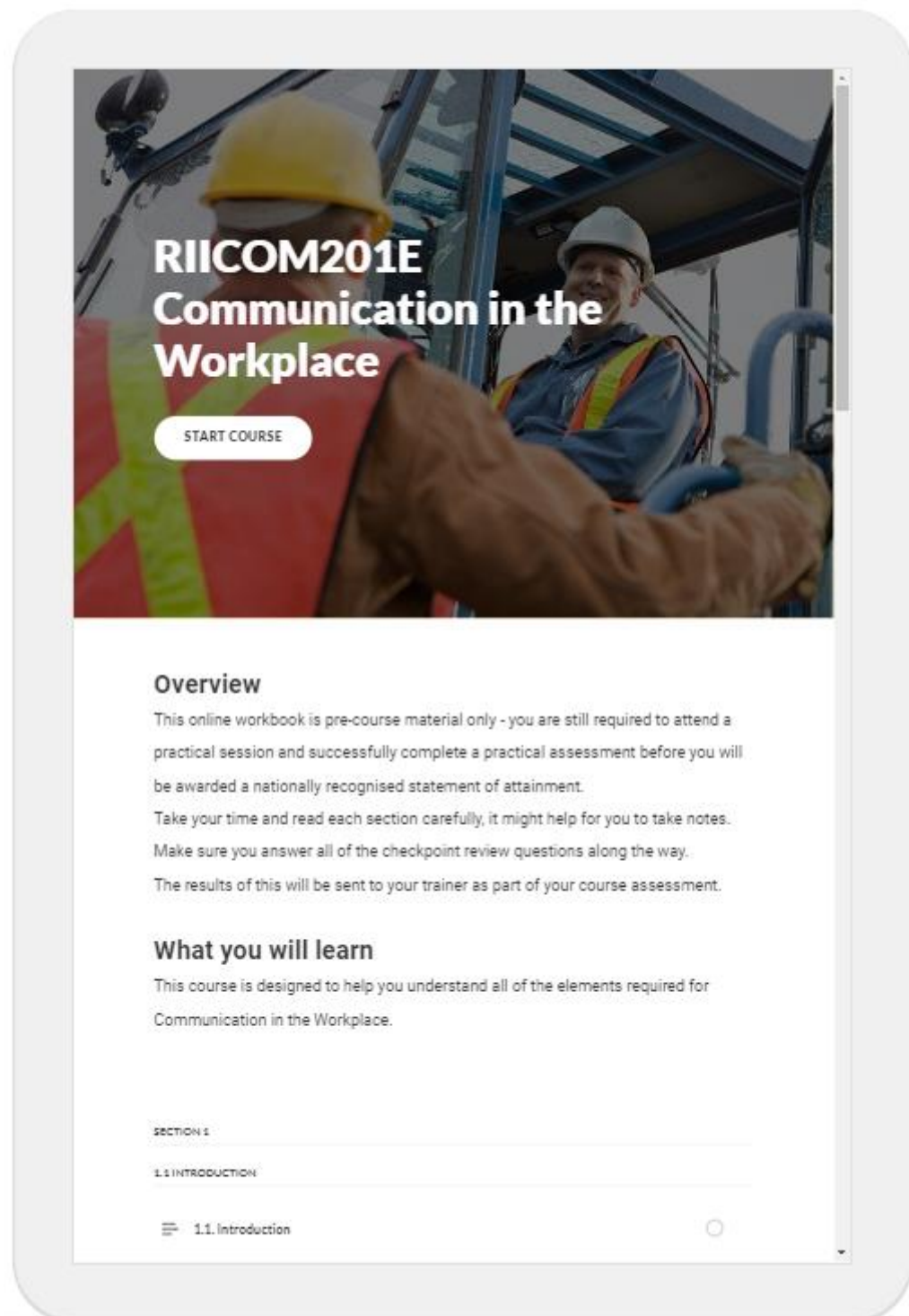


# RIICOM201E Communication in the Workplace



**RIICOM201E  
Communication in the  
Workplace**

START COURSE

## Overview

This online workbook is pre-course material only - you are still required to attend a practical session and successfully complete a practical assessment before you will be awarded a nationally recognised statement of attainment.

Take your time and read each section carefully, it might help for you to take notes.

Make sure you answer all of the checkpoint review questions along the way.

The results of this will be sent to your trainer as part of your course assessment.

## What you will learn

This course is designed to help you understand all of the elements required for Communication in the Workplace.

SECTION 1

1.1 INTRODUCTION

1.1. Introduction



Lesson 1 of 41

## 1.1. Introduction

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This course is based on the unit of competency RIICOM201E **Communicate in the Workplace**.

In this training course you will learn about:

- Communication equipment and systems.
- Face-to-face communication.
- Written communication (documentation).



CONTINUE



Lesson 4 of 41

## 1.1.2.1 Health & Safety Rules

Every workplace has to follow laws and rules to keep everyone safe. There are 4 main types:

Acts	+
Regulations	+
Codes of Practice	+
Australian Standards	+



Some states use OHS laws, and other states use WHS laws. They both talk about the same thing, but use different words or names for people. If you have any questions about safety rules you should talk to your boss or supervisor.

The image shows a mobile application interface on a tablet. At the top left, there is a hamburger menu icon. The main content area is white and contains the following text:

Question  
**01/04**

Section 1: Question 1 - What information could you access to make sure your work is compliant?

Below the question, there are four radio button options:

- Employment contracts.
- WHS documentation.
- Hazard identification documentation.
- Operations documentation.

At the bottom center, there is a grey rounded rectangular button labeled "SUBMIT".

The image shows a mobile application interface for a quiz. At the top left, there is a hamburger menu icon. Below it, the word "Question" is displayed in a small font, followed by the progress indicator "04/04" in a larger, bold, orange font. The question text reads: "Section 1: Question 4 - Select three (3) examples of emergency communication procedures you should locate before you start work." Below the question, there is a list of six options, each preceded by an unchecked checkbox. At the bottom center of the question area, there is a grey rounded rectangular button labeled "SUBMIT".

Question

**04/04**

Section 1: Question 4 - Select three (3) examples of emergency communication procedures you should locate before you start work.

Reading of reports and records.

The reporting of incident or emergencies to relevant personnel.

Warning procedures including sirens and announcements.

Avoiding unnecessary communication.

Written emergency procedures and policies.

Communicating with media.

SUBMIT