

RIICOM301E

Learner Guide Instructions

Who is this document for?

The learner.

What is in this document?

- Course information that matches the PowerPoint presentation.
- Review questions.
- Practical assessment instructions for learners.

What do you need to do before you use it for the first time?

1. Rebrand the document.
2. Review the document as part of your validation process.
3. Set the reading and test time limits that are highlighted in pink at the end of the document.

See the 'Read Me First' document for a complete set of instructions on how to use these resources.



LEARNER GUIDE

RIICOM301E Communicate Information

Learner Name:	
Learner ID:	
Learner Contact Number:	
Learner Email Address:	
Date Training Commenced:	

This Book Contains:

- ☐ Course Information.
- ☐ Review Questions.
- ☐ Practical Assessment overview and Instructions.

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1.1 Introduction

These materials are based on the national unit of competency **RIICOM301E Communicate Information**.

The unit applies to individuals who are working in an operational, supervisory or team leader capacity.

It describes the skills and knowledge required to communicate information to complete work activities within the mining, drilling, and civil infrastructure industry.

You will learn about:

- ◆ Communication requirements.
- ◆ Communicating work instructions.
- ◆ Preparing and Delivering Presentations.
- ◆ Conflict Resolution.



1.1.1 What is Communication?

Communicating involves sharing information with other parties.

This may be between individuals or groups through written, verbal, or electronic communication.



Communication in the workplace can be formal, flowing through the company's chain of command:

- ◆ **Vertically:** From the employer through to workers or workers to the PCBU.
- ◆ **Horizontally:** Communication between parties of the same level of authority in the workplace, e.g., from a worker to other workers.
- ◆ **Diagonally:** Between employees of different levels – usually to request support or coordinate.

Informal communication can flow in any direction and doesn't follow the organisations' structure necessarily.

In your role you may be required to communicate when:

- ◆ Providing instruction and training on how to safely perform work activities.
- ◆ Reporting hazards.
- ◆ Working with others to resolve workplace WHS issues.
- ◆ Consulting with people working on-site to identify hazards.



Effective communication skills are vital to the smooth operation of a workplace, as well as meeting the communication and consultation requirements set out in WHS laws, regulations, and codes of practice.

1.2 Workplace Communication Requirements



To gain an understanding of your communication responsibilities and requirements you may review your workplaces internal policies and procedures, as well as national, state, territory or industry relevant laws and guidelines.

Information does change over time, so you must always check that your information is up to date.

1.2.1 Compliance with External Communication Requirements

Communication is important for keeping the workplace safe. Some communications form part of meeting work health and safety (WHS) compliance requirements. You should familiarise yourself with these requirements including the communication responsibilities of different parties in the workplace. For example, there is a duty for all persons on site to communicate hazards they identify to appropriate personnel. Likewise, those in supervisory positions or higher have a responsibility to inform those on site of any known hazards.



External sources of information detailing workplace communication requirements include:

Laws/Guidelines	Explanation	Example
Acts	These are legal requirements that must be followed. Failure to meet these requirements can lead to prosecution.	Work Health and Safety Act.
Regulations	Regulations support the legislation by providing more detailed information on duties that apply to specific hazards, other procedures and obligations. Regulations cover general requirements for hazard identification, risk assessment and risk controls for risk areas.	Work Health and Safety Regulations.
Codes of Practice	They provide practical guidance on how to meet the standards set out in the relevant Acts and the Regulations. They are not mandatory, but are useful to follow to ensure you are meeting your obligations.	Work Health and Safety Consultation, Co-Operation and Co-Ordination Code of Practice (2011)

There may be more specific guidelines or standards applicable to your job role, however the above laws and guidelines can be applied to all workplaces.

1.2.2 Workplace Policies and Procedures

Your workplace will have policies and procedures explaining how work site communications are maintained and must be followed.

The purpose of workplace communication policies and procedures is to set expectations of what information different parties are expected to give and are entitled to receive. These policies also will specify in what format the communication is required to occur, e.g., verbal, written, or electronically.



Examples of your workplaces communication policies and procedures include:

- ◆ Procedures for reporting faults, near misses, accidents, incidents or issues.
- ◆ Procedures for work handover or signoff.
- ◆ Procedures for preparing or reviewing work instructions.
- ◆ Templates for reports or presentations.
- ◆ Rules around privacy or use of information.
- ◆ Rules around the storage or processing of documents.

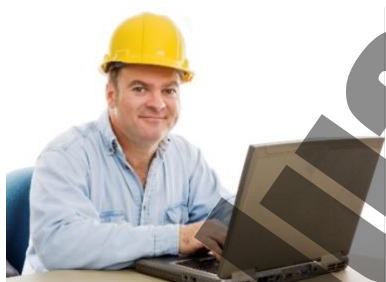
Always check procedures and guidelines before preparing or sending information to other people. Following these procedures helps to make sure that your communications are clear and going to the right people, in the right format. This will save time and confusion making your communications more efficient.

If there are any policies and procedures that you do not understand, speak with your supervisor or site document controller. They can explain exactly what you need to do.



1.2.2.1 Accessing Policies and Procedures

Your workplace will have systems in place for storing and retrieving information. This includes the policies and procedures you will need to access communication requirements applicable to your work. This could include:



- ◆ Asking your supervisor or manager.
- ◆ Organisational intranet and internal databases.
- ◆ Organisational libraries – hard copy or digital.
- ◆ Conducting an internet search.
- ◆ Contacting your union or industry body.



You can source information and documents from hard copies or electronic files (websites, intranet, databases, emails, cloud storage). Data and information may also be available on removable storage devices such as USB sticks, discs, memory cards and external hard drives.

Make sure you follow all the relevant processes and procedures for accessing and retrieving information in your organisation, including the use of any technology and communications media.

1.2.2.2 Reading and Interpreting Policies and Procedures

When reading workplace policies and procedures try:

- ◆ Scanning through them first to get a rough idea of what they are about.
- ◆ Pay close attention to headings as they will help guide you.
- ◆ Take the time to carefully read through all the relevant documentation or read summaries or plain English versions if they are available.
- ◆ Remove distractions such as noise or interruptions when you are reading.
- ◆ Conduct an internet search for legislation or codes of practice to find information about them to help put it in context.
- ◆ Make notes about any points you aren't clear about and then clarify them later.



The resources and infrastructure sector uses a specific range of vocabulary specific to their industry, or at times site-specific.

It is important that you have sound technical literacy and communication skills. This will assist you in being able to interpret the documentation correctly and apply common industry terminology to work procedures and processes.

Review Questions

1.	Which external source of information is not mandatory, but useful to know to ensure you are meeting your obligations?	<input type="checkbox"/>

2.

What are three (3) examples of documents you may refer to when researching your workplaces communication policies and procedures?

☐

1.

2.

3.

3.

What are three (3) examples of electronic files?

☐

1.

2.

3.

4.

Why is it good to scan through documents, such as policies and procedures, before reading them in detail?

☐

1.3 Types of Communication

The type of communication you use when giving information will depend on the requirements of the job or task, communication barriers, standard procedures and the availability of communication equipment.

Communication methods may include:

- ◆ Talking via radios or telephone.
- ◆ Signalling using sound with bells, whistles and sirens.
- ◆ Signalling using lights, flags and signs.
- ◆ Electronic communication via a computer, tablet and smartphone (e.g. sending and receiving emails, SMS or video calls).
- ◆ Written communication (e.g., documents, reports, forms, notes, letters, memos and other paperwork).
- ◆ Face-to-face conversations and discussions (verbal communication).



Using the right communication method helps to make sure that the information is passed on quickly and accurately.

1.3.1 Verbal Communication

Verbal communication is the process of speaking and listening to others. Verbal communication plays a large part on the worksite and may occur:



- ◆ By telephone.
- ◆ Face-to-face.
- ◆ By radio.
- ◆ During presentations.
- ◆ In groups and meetings.
- ◆ Between individuals.

Verbal communication works best when:

- ◆ The message is simple and easily understood.
- ◆ Conveying information to groups of people – it can work well in conjunction with written or electronic delivery.
- ◆ Information needs to be exchanged and mutually agreeable decisions made.



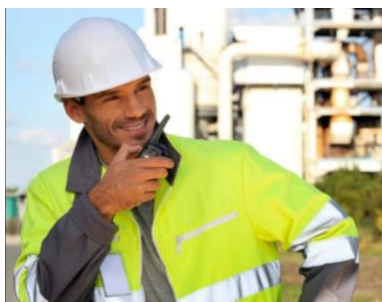
1.3.1.1 Radio

Two-way radio is a common form of verbal communication in civil construction and mining.

You need to be familiar with site communication protocols for using the radio, and the frequencies or channels to be used.

If you aren't familiar with radio operations or that particular model, get somebody to show you how it works.

Worksite radios typically use a push-to-talk button and you release the button to listen. Hold the microphone approximately 5cm from your mouth. Make sure your messages are clear and simple.



When using a two-way radio remember:

- ◆ Use the person's name, or a designated call sign when try to contact somebody.
- ◆ Sign off each time you have finished speaking (terms used are 'over' signalling someone else's turn to talk, and 'out' signalling you have finished talking).
- ◆ Speak clearly and concisely.

1.3.1.2 Mobile Phone

Sometimes mobile phones will be used instead of radios for verbal worksite communication.

If this is the case on your worksite, make sure you:

- ◆ Check your phone is fully charged at the start of the day.
- ◆ Have access to a phone charger as necessary.
- ◆ Use a protective case on your phone.
- ◆ Turn your ringer's volume up high enough to be heard over worksite noise.
- ◆ Enter all emergency contacts (including your manager, supervisor, health and safety representative, and first aid officer) into your phone's contacts list.



1.3.2 Written Communication

Written communication is any document that conveys meaning within the workplace.

It can be prepared and stored in hard copy or electronic form and may include:

- ◆ Intranet documents.
- ◆ Memos.
- ◆ Letters.
- ◆ Reports.
- ◆ Paper versions of documentation such as procedures and policies.
- ◆ Electronic versions of documentation.
- ◆ Manuals.
- ◆ Emails.
- ◆ Flyers.
- ◆ Posters.
- ◆ Signs.



One of the key advantages of putting information into writing is that a record is maintained and able to be referred back to. This is particularly important for information that relates to legal issues or complex matters.

1.3.2.1 Records and Reports

Records and reports are used within a work site for many reasons including, planning the next activity, purchasing of materials, budgeting, or to meet legal requirements.

When completing reports, logs, shift records and reports you will be recording the activities from the day's activities.

Some of the records or reports that may be needed include:

Record or Report	Explanation
Fuel or Chemical Usage	The amount of fuel used plus the time taken to use the fuel, oils, and other chemicals.
Logs	Supply logs, work activity logs, training logs, usage or driver logs.
Shift Documents	End of shift, end of process, despatch details, activity reports.
Incident Reports	Accident forms, incident reports, environmental incidents, Work Health & Safety (WHS) investigation reports, Quality Assurance reports.
Planning Documents	Specifications, activity plans, diary plans, quality assurance plans, environmental plans, occupational health and safety plans.



When completing these records ensure you put as much information as you can into the records and logs. It is easier to add additional information during the report creation process, than it is to try and remember details at a later date.

While each site will need supervisors to keep detailed records of the activities undertaken during the shift, particular attention will need to be given to documenting problems faced during the shift and the actions taken to fix the problem.

Checklists, partially pre-filled forms and written notes are commonly used on work sites. You will need to display reading and writing ability to undertake these tasks.

1.3.2.2 Email

It is quite common for communication to be sent out electronically via email.

Make sure you check the email you've been given or supplied to your organisation daily so you don't miss any important communications.

Email communication is a great way to send lengthy messages that require careful thought and presentation.

It's also one of the quickest forms of communication, so your employer may use it when they need something agreed to or signed off straight away.

Email can make it difficult to confirm whether someone has received, read, and understood the message. For this reason, if you require confirmation that the information has been received and understood you should follow up with a phone call to confirm with the recipient.



Review Questions

5.	What is verbal communication?	<input type="checkbox"/>
6.	How far from your mouth should you hold a radio when speaking?	<input type="checkbox"/>

7.

What are three (3) things you should do when using a mobile phone on site?

☐

1.

2.

3.

8.

What are three (3) examples of logs you may need to complete as part of your work activities?

☐

1.

2.

3.

9.

How often should you check your email?

☐

1.4 Barriers to Communication

Depending on the type of communication you are using there can be a range of barriers that can get in the way of the message. These include:

- ◆ Language.
- ◆ Literacy.
- ◆ Distance.
- ◆ Access.



It is important that you think about these potential barriers and make sure your own communications work to overcome them.

1.4.1 Language



Language can be a barrier to communication. Using terminology, phrases or terms that are not widely known can confuse people. If they are not familiar with the language or terminology you are using there may be problems getting the audience to understand the information you are communicating.

One way to avoid this is to use simple, common language to explain exactly what you mean, and check that the person you are communicating with understands exactly what you are trying to say. You can ask them questions or get them to explain it back in their own words to show that they understand.

It may take a little longer to get your message across, but it will help to make sure that there is no confusion about what has been said or written and that everyone understands the information properly.

1.4.2 Literacy

Reading and writing can be difficult for some people; this can slow down the communication process and may go unnoticed because people are embarrassed or use other people to read and write for them.

If you are preparing written communication that is complex, or very important, it is a good idea to make sure you go and speak with the personnel affected by it and make sure they understand what it says.

