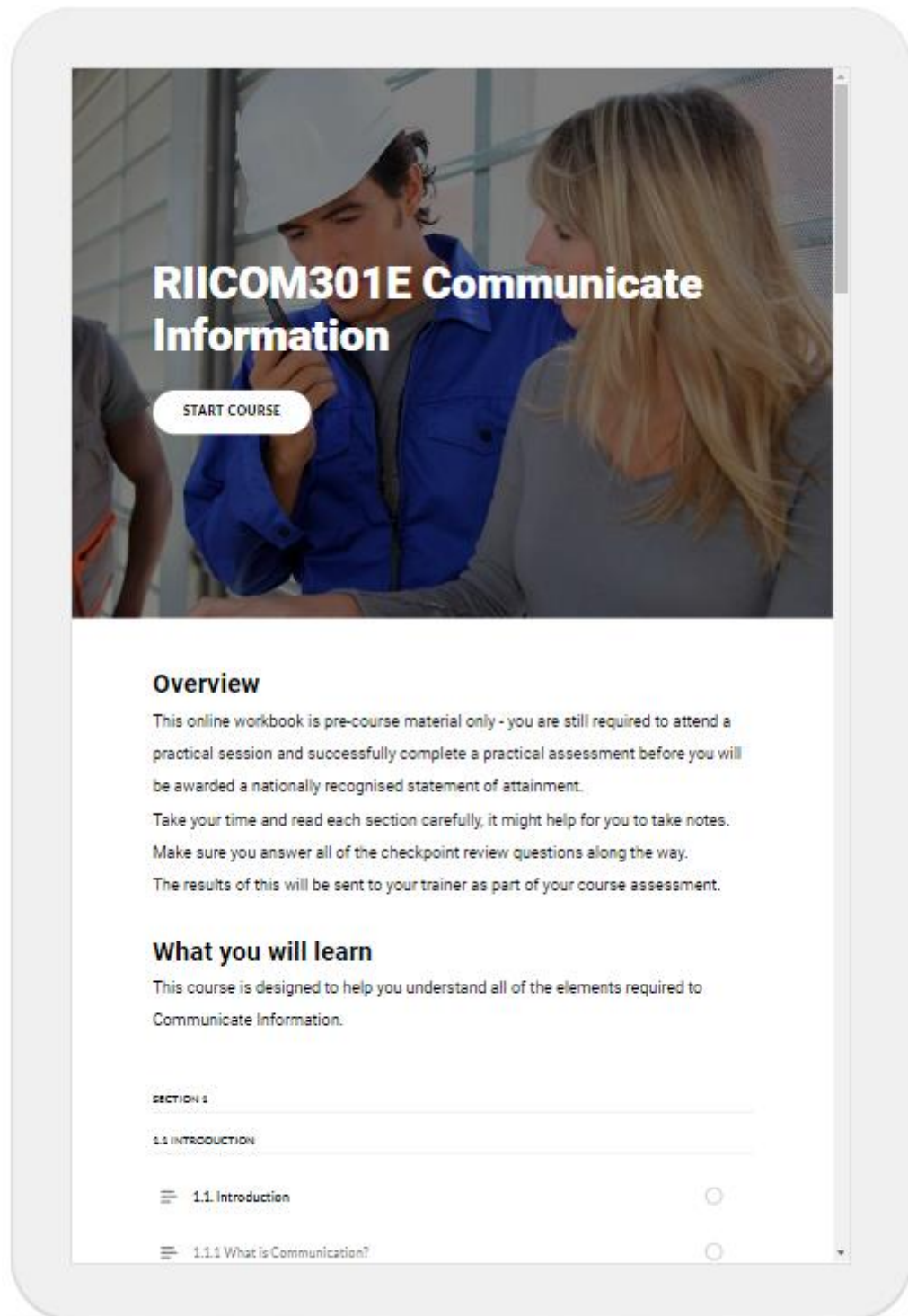


# RIICOM301E Communicate Information



## RIICOM301E Communicate Information

[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 to Communicate Information.

#### SECTION 1

##### 1.1 INTRODUCTION

- 1.1. Introduction
- 1.1.1 What is Communication?



Lesson 1 of 23

## 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.

CONTINUE



Lesson 4 of 23

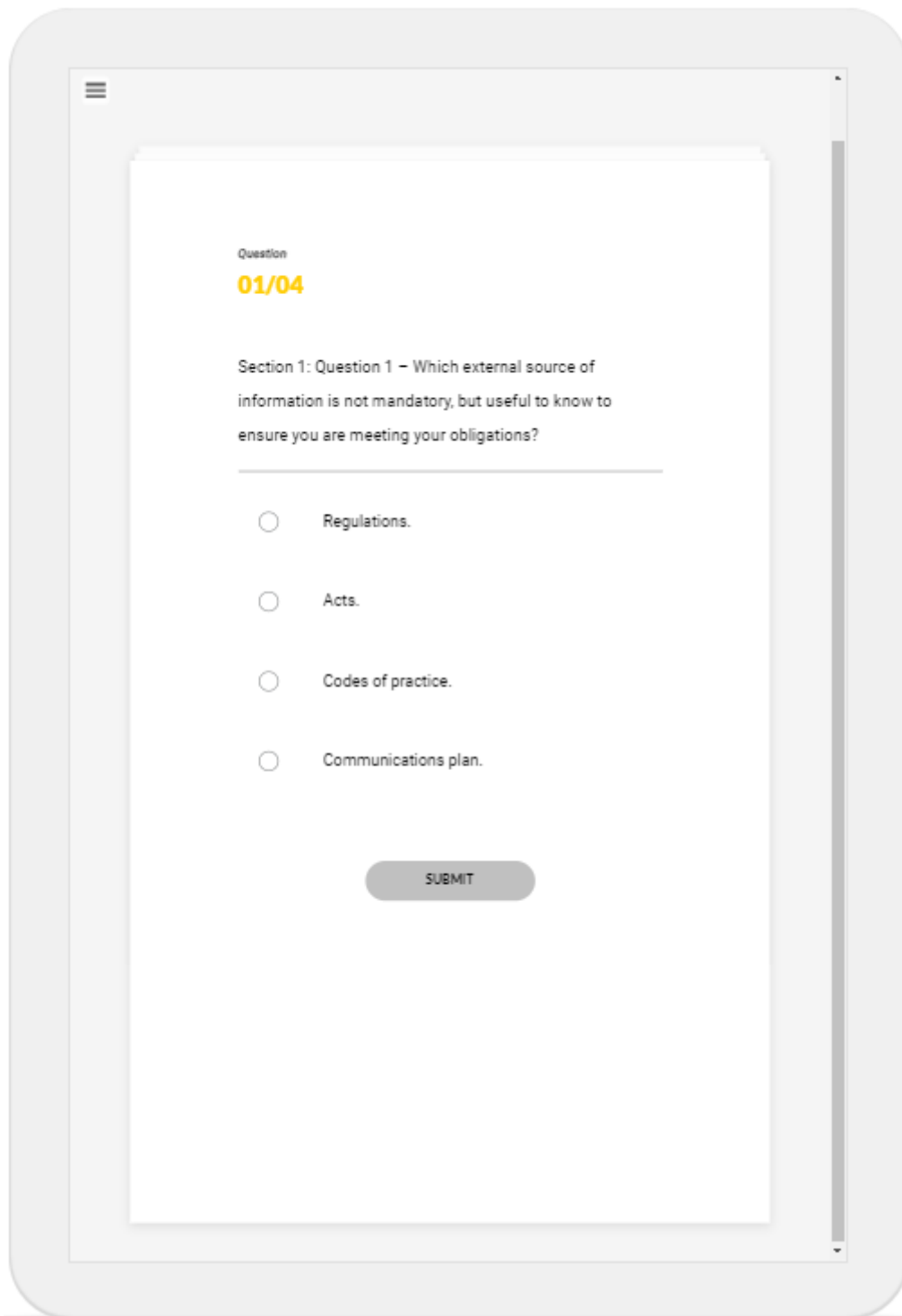
## 1.2.1 Compliance with External Communication Requirements

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:

Acts	+
Regulations	+





Question

**02/04**

Section 1: Question 2 – Select three (3) examples of documents you may refer to when researching your workplaces communication policies and procedures.

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- Rules around privacy or use of information.
- Insurance claims.
- Emails between staff members.
- Procedures for preparing and reviewing work instructions.
- Templates for reports or presentations.
- Other staff members personal files.

SUBMIT