

## RIICOM201D Communicate in the workplace



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.

### **How is the course delivered?**

This course is undertaken 'on the job' in conjunction with a client mine site.

**Pathway:** RIICOM201D Communicate in the workplace is one unit from the RII20215 Certificate II in Surface Extraction. Learners may be able to undertake the RII30115 Certificate III in Surface Extraction Operations depending on the requirements of the client. (Please note that PCR Polyweld Pty Ltd does not offer RII30115 Certificate III in Surface Extractions).

## Entry Requirements

Not applicable

## Pre-Requisites

Not applicable

When you sign up you will be interviewed to assess your training needs and an individual training plan will be developed in agreement with you and your employer. Any relevant previous experience or qualification will be taken into account and you will not have to do these again. (See section on Recognition below)

At this meeting information will also be gathered about your background including education levels, literacy and numeracy levels and any special learning needs will be discussed. Any additional needs and support that you may require will be identified and will be included in your training plan. If you have any major barriers to participation due to literacy, maths and technology deficits, PCR Polyweld Pty Ltd may provide additional coaching or workbooks specifically designed to assist you.

You will be required to have Language and Literacy levels as follows:

**Learning** skills to recognise and respond to safety issues and procedures; recognise potential hazards and risks and consider risk treatments; identify and act on or report breaches in safety; identify and manage risks to personal wellbeing; identify and access communication equipment and systems; maintain a clean work environment; and adhere to site policies relating to smoking, drug and alcohol use.

**Reading** skills to interpret key information in compliance documentation; interpret the organisation's internal policy, goals and objectives; identify and assess risk criteria; collect, analyse and organise information; access and interpret site information; and interpret product information.

**Writing** skills to complete routine reports and records, including hazard reporting forms such as: OCE reports, incident, near miss and shift reports, JSAs, Take 5 and Step Back reports.

**Oral Communication** skills to communicate information on the course of action and implementation; to speak clearly and directly, listen carefully to instructions and information, and respond to and clarify directions.

**Numeracy** skills to interpret product information; apply time management; and apply mathematical skills to perform basic risk rating of hazards.

In conclusion your training plan will take into account:

- the workplace requirements
- the job role of the employee
- the rotation of work and the best order for on the job training
- identified skills gaps
- previous qualifications and relevant experience
- any special needs

All assessments will be conducted by appropriately qualified and experienced assessors.

The focus of assessment is to gather a range of evidence using different methods and to assess not just knowledge development but also practical application and the development of employability skills in the workplace.

The following assessment methods are used to assess competency in this unit:

Assessments conducted by Assessors	Workplace evidence verified by supervisors or team leaders
<ul style="list-style-type: none"> <li>• Formal Written Question and Answer (Theory Assessment)</li> <li>• Oral Question and Answer (Practical Assessment)</li> <li>• Workplace observation (Practical Assessment)</li> </ul>	<ul style="list-style-type: none"> <li>• Third Party reports</li> </ul>

### What does this mean?

#### RPL/RCC

Recognition of Prior Learning (RPL) and Recognition of Current Competence is the acknowledgement of competencies obtained through formal training, work experience and life experience. These processes are available to all participants and will be conducted in a

manner fair to all parties involved. Through these processes we will determine whether a participant has already developed the skills and knowledge which would normally be acquired in a program of training. This allows for the opportunity to gain credentials without the duplication of learning effort.

### **Credit Transfer and Mutual Recognition**

PCR Polyweld Pty Ltd recognises the Certificates and Statements of Attainment issued by all other Registered Training Organisations.

The applicant must provide:

- The original Certificate or Statement of Attainment, or
- A duplicate issued by the originating RTO

When the units of competency are not the same but may be equivalent, the outcomes shall be checked to ensure that they are equivalent.

### **Workplace and job analysis**

PCR Polyweld Pty Ltd will hold meetings with representatives from the work site and company to identify the following:

- Australian standards and codes of practice
- existing organisation policies and procedures
- equipment used on the work site
- manufacturers information
- job roles and descriptions
- work instructions and standard operating procedures

### **Mapping**

The information will be a reference point for the workplace mapping of the units and for RPL.

- RPL and credit transfer will be offered for employees who have already completed in-house training and assessment as part of the job or external accredited training courses
- RCC will be offered for employees or new entrants who have already completed on-the-job training and currently perform the required skills.



## Resources and equipment

All tools, personal protective equipment and plant and equipment required to complete this course will be supplied in your workplace.

PCR Polyweld Pty Ltd will provide all training and assessment resources and documents. PCR Polyweld Pty Ltd has a training theory room located at Unit C02 Harbour City Harbour Road, MACKAY QLD 4740, if required.

Further information can be obtained from:

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