



Communicate in the workplace

RIICOM201D

- Plan and prepare for workplace communication using equipment and systems.
- Communicate using communication equipment and systems.
- Carry out face-to-face routine communication.
- Complete written documentation.

- How to access, interpret and apply relevant documentation:
 - Legislation (and supporting regulations);
 - Codes of Practice;
 - Licensing; and
 - Company policy and procedures.

- How to identify and access communication equipment and system components

Communication			
Radio	Telephone	Computer	Lights
Audible Signals	Physical Signals	Written	Verbal
Meetings	Video Conferencing	E-mail	Intranet Site

- How to establish and maintain communication with others:
 - Sender; and
 - Receiver.
- How to access and apply communication equipment and systems safety procedures:
 - Safe Operating Procedure; and
 - Batteries.

- How to identify and select the most appropriate method of communication:
 - Computers;
 - Physical signals (e.g. lights, flags);
 - Audible signals (e.g. alarms, air horns, sirens, bells);
 - Barricades; and
 - Written communication.

- How to use communication equipment and systems:
 - Mobile phones;
 - Two-way radios;
 - Computers; and
 - Workplace meetings.

- How to communicate effectively:
 - Acknowledge and respond to communication;
 - Take, confirm and pass message on promptly to the others; and
 - Pass communications in a clear and concise manner.

- How to follow safety and emergency procedures:
 - Safe Work Method Statements (SWMS); and
 - Job Safety Analysis (JSA).

- How to identify and report faults in communication equipment
 - Care of communications equipment;
 - Recording usage and maintenance information; and
 - Identifying and reporting faults.

- How to communicate face-to-face:
 - Speak, listen and ask questions; and
 - Barriers to communication.

- How to maintain communication processes with other workers:
 - Flow of communication;
 - Toolbox meeting and records; and
 - Pre-start meeting and records.

- How to use signals to communicate with others:
 - Road signs;
 - Maps;
 - Safety signs; and
 - Graphs.

- How to participate in discussion and communicate cooperatively:
 - Consultation;
 - Cooperation; and
 - Difficulties.

- How to complete written documentation clearly, concisely and on time:
 - Plain English; and
 - Timely.

- How to use appropriate documentation:
 - Hazard report forms;
 - Incident reporting;
 - Safe Work Method Statements (SWMS); and
 - Job Safety Analysis (JSA).

- The need to pass on written information:
 - Check your information;
 - Pass on to appropriate personnel; and
 - On time.