

RIICOM301E COMMUNICATE INFORMATION THEORY EXAM

Participant name	
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FOR THE PARTICIPANT

Instructions

- You will complete written questions as outlined on the following pages. You must attempt all questions and provide enough detail in your responses to demonstrate your knowledge.
- It is anticipated that you should complete this assessment within two (2) hours, but additional time may be allowed upon negotiation with the Assessor.
- You must complete all questions consistently by the Assessor or other personnel but may refer to reference material as needed. All questions must be answered correctly for a 'Satisfactory' assessment outcome to be awarded.
- An oral examination may be allowed under certain circumstances, whereby your answers will be documented by another party.
- If any written questions are incomplete, or not answered satisfactorily will need to be completed again after further training support.
- If you answer a question incorrectly but modify your response, put your initials next to the written change (or the Assessor must initial a verbal change).

Resources required

Pen

FOR THE ASSESSOR

Instructions

- Where oral examination has occurred, ensure that this is acknowledged in writing (e.g. FT001 and Assessor Comments)
- All questions must be satisfactorily demonstrated by the Participant for a Satisfactory determination (indicated by an Assessor tick to the right of the question).
- Assessors are to complete marking in pen of a different colour to the Participant.
- If the Participant verbally modifies their response, write in the modified response verbatim and put your initials next to the written change.

ASSESSOR COMMENTS

As necessary, outline:

- Details on reattempts, alternative arrangements or reasonable adjustments made.
- Where a Participant is deemed 'Not Satisfactory', provide recommendations for future training.

Q1. Which of the following should be considered when planning and preparing to communicate information? Tick all that apply.

Answer	Choice	Possible Answers	☐
	✓	Your audience	
	✓	Potential barriers to communicating	
	✓	Means of communication available to share information	
	✓	What needs to be communicated (i.e. context)	
	✓	Achieving effective listening and audience participation	

Q2. What is the importance of knowing and understanding site policies and procedures with regards to communication? Tick your response.

Answer	Choice	Possible Answers	☐
		Because site policies and procedures are found in the legislation	
		Because there will be random tests of your knowledge	
		Because you will be required to induct others	
	✓	Every site is different and has different rules and procedures	

Q3. Identify one (1) example of when verbal communication is an appropriate method to communicate a message.

Answer	<u>Assessor's discretion. May include: When the message is simple enough that diagrams and visuals are not needed.</u>	☐
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Q4. Which of the following would be best expressed verbally with all workers present? Tick your response.

Answer	Choice	Possible Answers	☐
		Details of an employment contract	
		Personal information	
	✓	Site rules	

- Q5. Match the following message types with the most appropriate communication type by writing the appropriate letter next to each number in the centre column.

Answer	Message type	Answers	Communication method	
1	Short message within visual range	1 - B	A Two way radio or telephone	☐
2	Planning with multiple team members	2 - C	B Hand signals	
3	Information required, no visual range	3 - A	C Team meeting	
4	Time needed to consider detailed message	4 - D	D Email with attachments	

- Q6. Which of the following should occur when preparing to communicate information? Tick all that apply.

Answer	Choice	Possible Answers	
	✓	Confirm the purpose of the communication in relation to the work	☐
	✓	Identify who you are	
	✓	Organise information in a logical and structured manner	

- Q7. True or False (Tick your response): To avoid overloading the audience with information your presentation should come back to your main points to help prioritise, focus and sequence the information.

Answer	✓	True	☐
		False	

- Q8. Identify two (2) communication aids or media resource you might use to assist with delivering a presentation. For each resource, identify the benefit it offers to your presentation.

Answer	Aid / Resource	Benefit	
	Assessor's discretion. May include: Projector, Whiteboard, Video	Assessor's discretion. Should resemble: Enhance message delivered	☐
	Assessor's discretion. May include: Projector, Whiteboard, Video	Assessor's discretion. Should resemble: Enhance message delivered	

Q9. True or False (Tick your response): Before presenting, you should check the venue to determine whether equipment is available and functioning, or whether you need to bring your own equipment.

Answer

✓	True
	False

☐

Q10. Identify two (2) tips for good verbal communication. Tick all that apply.

Answer

Choice	Possible Answers
	Provide instruction once only
	Use technical language at all times
✓	Use short, simple sentences and words
✓	Speak clearly and not too fast
✓	Consider the target audience

☐

Q11. When speaking to someone, how do you find out that they have understood you correctly? Tick the two (2) best ways.

Answer

Choice	Possible Answers
	Observe that they will remain silent as you speak
✓	Get that person to acknowledge and repeat the statement back to you
✓	Ask them questions

☐

Q12. Which of the following questions will produce the most detailed response? Tick your response.

Answer

Choice	Possible Answers
	Did you understand a lot of what was said?
✓	Explain to me what you understood.
	Nod if you understood.
	Did you understand?

☐

Q13. A new worker on site is having difficulty understanding verbal and non-verbal instructions. Why might this be the case? Tick all that apply.

Answer

Choice	Possible Answers
✓	They have a different skill level
✓	They have a different cultural background
✓	They have problems understanding English
✓	Varying physical and/or mental ability

☐

Q14. Identify two (2) tips for good listening. Tick all that apply.

Answer

Choice	Possible Answers
✓	Provide feedback to show you have interpreted the information correctly when the talker has finished.
	Interrupt as you have questions. Do not wait until the end.
✓	Take notes if the information is complex or exact details are required.
	Just listen. Don't take note of non-verbal cues.

☐

Q15. Match the document type and purpose by writing the appropriate letter next to each number in the centre column.

Answer

Terms	
1	Logbook
2	Report form
3	Shift report
4	SWMS

Answers

1 - B

2 - C

3 - A

4 - D

Definitions	
A	A summary of what has occurred during the work period
B	Documenting machinery use and issues, including maintenance undertaken or required
C	Can be used to identify hazards and incidents
D	Provides methods for undertaking high risk work safely

☐

Q16. What is the purpose of a shift report?

Answer

Assessor's discretion. Should resemble: To explain what has occurred and to allow subsequent work to flow on as smoothly in the next shift

☐

Q17. What is the purpose of using dot points in written communications, such as shift reports or emails?

Answer ☐ Should reflect one (1) of: to highlight key points; draw attention to important information

Q18. Fill in the blanks: Sub-headings are often seen in informational text and used to capture the readers attention to keep them reading down the page following each sub-heading.

Choose from ☐ | attention | highlight | capture | following | opinion | fact |

Q19. True or False (Tick your response): Site procedures may require you to use specified communication templates when preparing documentation (e.g. letterhead).

Answer

✓	True
	False

☐

Q20. True or False (Tick your response): It is good practice to set aside time during a presentation to accept and respond to audience questions.

Answer

✓	True
	False

☐

Q21. Describe how you might follow up on questions, if unable to address them during a meeting.

Answer ☐ Should reflect but is not limited to one (1) of: Research if reply not known, and respond via face to face, email or memo

Q22. Identify two (2) methods that you might use to establish if your presentation goals have been met, to aid with future presentations.

Answer Should reflect but is not limited to one (1) of: document questions and feedback; questionnaire ☐

Q23. Which of the following are potential sources of workplace conflict? Tick all that apply.

Answer ☐

Choice	Possible Answers
✓	Differences in personality
✓	Poor communication
✓	Resistance to change
✓	Unclear job expectations

Q24. Order the following steps from 1 to 5 to explain how to best address conflict.

Answer ☐

Step Number	Steps
1	Establish each conflicting party's view / priority
3	Negotiate any applicable timelines according to agreed priorities
4	Ensure that both parties understand and agree with the negotiated outcome
5	Monitor the situation to avoid further issues
2	Discuss and agree on an approach which will meet most of both parties' needs

Q25. True or False (Tick your response): During conflict resolution, the most promising way to gain commitment to a final agreement and ensure compliance is mutual satisfaction of interests.

Answer ☐

✓	True
	False

Q26. Which of the following should occur after conflict resolution negotiations? Tick all that apply.

Answer

Choice	Possible Answers
	Seeking legal approval of outcomes
✓	Monitoring performance of agreed actions
✓	Re-negotiation if unforeseen events occur

☐

Q27. Which of the following points may need to be documented following conflict resolution negotiations? Tick all that apply.

Answer

Choice	Possible Answers
✓	Circumstances under which the agreement can be modified/changed
✓	Deadlines
✓	Length of the agreement
✓	What needs to occur

☐

RIICOM301E

COMMUNICATE INFORMATION

PRACTICAL ASSESSMENT

Participant name	
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FOR THE PARTICIPANT

Instructions

- The tasks outlined on the following pages will require performance in normal workplace activities, as a result of a structured activity set by an Observer in the workplace or a simulated activity set by your Assessor/Observer.
- The timeframe for these tasks will be established by your Assessor/Observer in consideration of location conditions and industry requirements.
- You must complete all tasks assisted by the Assessor or other personnel, unless the steps note this assistance.
- You must attempt all task (and itemised steps) for a 'Satisfactory' assessment outcome to be achieved.
 - For an observation conducted that is incomplete, or without satisfactory performance, the observation will need to be completed again after further training support.

FOR THE ASSESSOR/OBSERVER

Instructions

- The following observation record should be used to judge and record your observations of the Participant as they complete the task(s) set. You must record your observations of the Participant's performance.
 - For each occasion, indicate the task performed and whether it was a simulation or workplace-based task.
 - Any simulated assessment must ensure the Participant still performs under workplace conditions which reflect industry standards.
 - In the comments, provide clear detail regarding the task that the Participant was required to do (e.g. PPE used, materials handled, attachments connected, plant types).
- All steps must be satisfactorily demonstrated by the Participant for a 'Satisfactory' determination (indicated by an Assessor tick to the right of each itemised step, or an Observer tick to the right of each itemised step, and confirmation by an Assessor in the Assessor Comments).
 - Where you have determined that one or more task steps have not been satisfactorily demonstrated, provide the Participant with additional support and outline details of such assistance in the Assessor/Observer Comments. Allow the Participant two (2) further opportunities to demonstrate the task again to allow an opportunity for a 'Satisfactory' assessment outcome to be achieved.
 - If after three (3) attempts the Assessor determines that the Participant cannot demonstrate the required steps, a 'Not Satisfactory' outcome is to be determined.

TASK OUTCOME					
Task	Date	Task Type (Tick)	Location	Task outcome (Tick)	
				Satisfactory	Not Satisfactory
Task 1		☐ Workplace ☐ Simulation		☐	☐
Task 2		☐ Workplace ☐ Simulation		☐	☐

ASSESSOR COMMENTS: GENERAL
As necessary, outline:

- Details on reattempts, alternative arrangements or reasonable adjustments made.
- Where a Participant is deemed 'Not Satisfactory', provide recommendations for future training.

ASSESSOR COMMENTS: PRACTICAL TASK 1
☐ Individual student (as named on cover page)

☐ Multiple students [☐ All from Attendance Report, ☐ Specific students involved – identify students]

Task	Provide detail
1.B.	Identify communication methods used, and supportive aids: <i>e.g. PowerPoint presentation</i>
1.E.	Comments on verbal communication of participant during meeting:
1.F.	Comments on visual communication of participant during meeting:
1.G.	Identify audience feedback provided and how it was responded to:
1.I.	Outcomes of evaluation between participant and supervisor: