 MSMSUP102: Communicate in the workplace

Sample assessment tool

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| **Candidate’s name** |  | **Contact** |  |

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| **Assessor’s name** |  | **Contact** |  |

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| **Supervisor’s name** |  | **Contact** |  |

### Summary of evidence

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| **‘Communication and teams’ workbook** – satisfactorily completed |
| **Learning activities** | **Yes** | **Assignment** | **Yes** |
| Section 1: Communicating with others | ❑ | 1. Communicating with others
 | ❑ |
| Section 2: Working in teams | ❑ |

| **Other evidence** (see following pages for details) | **Satisfactory** |
| --- | --- |
| **Practical demonstrations** – including performance and knowledge evidence | ❑ |
| **Third party sign-off** – confirming the candidate’s consistent on-the-job performance | ❑ |
| **RPL evidence** – listing previous accreditations, portfolios or other RPL evidence | ❑ |

| **Assessment result** |
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| **Competent** ❑ **Not yet competent** ❑ |

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| **Statement:** I agree that I was ready to be assessed and the assessment process was explained to me |
| **Candidate’s signature** |  | **Date** |  |

| **Assessor’s comments** |  |  |
| --- | --- | --- |
| Assessed in conjunction with: *MSMSUP106: Work in a team* Yes ❑ No ❑ |
| **Assessor’s signature** |  | **Date** |  |

Practical demonstrations

The assessor should tick the appropriate boxes below to confirm that that the candidate has demonstrated the performance and knowledge evidence requirements for this unit. Where a candidate does not satisfactorily demonstrate one or more of these requirements, the assessor should mark the corresponding box with a cross, and provide further comments underneath in the ‘Assessor’s comments’ section.

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| Performance evidence – the candidate has demonstrated their ability to: | **Confirmed** |
| 1. Listen attentively
 | ❑ |
| 1. Formulate questions to clarify work requirements or instructions
 | ❑ |
| 1. Read and interpret workplace information
 | ❑ |
| 1. Complete workplace forms
 | ❑ |
| 1. Write legibly and/or use electronic keyboard
 | ❑ |
| 1. Record and interpret numbers, codes and symbols
 | ❑ |
| 1. Use clear and concise language in verbal and written communication
 | ❑ |

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| Knowledge evidence – the candidate has demonstrated their understanding of: | **Confirmed** |
| 1. Organisation procedures, including:
* telephone and communications protocols and/or procedures
* documentation and record keeping
* safety, emergency and hazard control
 | ❑ |
| 1. Types and meaning of workplace codes, numbers, symbols, signs and colours typically used in the job/work environment
 | ❑ |
| 1. Types, purpose and importance of workplace documentation
 | ❑ |
| 1. Workplace expectations for acceptable language and tone (swearing, level of formality, courteousness, respect for diversity, and so on)
 | ❑ |
| 1. Challenges in communicating with people from culturally and linguistically diverse (CALD) backgrounds in the workplace and possible strategies.
 | ❑ |

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| **Assessor’s comments** |
| Date/s of demonstrations: Location/s:Description: |

Third party sign-off

The candidate’s workplace supervisor or line manager should tick the boxes below to verify that the candidate has consistently demonstrated these performance criteria over a period of time and in a range of contexts. If any of the performance criteria have not been properly demonstrated, the supervisor should discuss the matter with the assessor and decide on an appropriate course of action.

This checklist is taken from the ‘Performance Evidence’ criteria in the ‘Assessment requirements’ section of the unit of competency.

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| **Performance evidence** – Supervisor’s statement:I acknowledge that the candidate has confirmed their competence in the workplace by demonstrating their ability to: | **Confirmed** |
| 1. Listen attentively
 | ❑ |
| 1. Formulate questions to clarify work requirements or instructions
 | ❑ |
| 1. Read and interpret workplace information
 | ❑ |
| 1. Complete workplace forms
 | ❑ |
| 1. Write legibly and/or use electronic keyboard
 | ❑ |
| 1. Record and interpret numbers, codes and symbols
 | ❑ |
| 1. Use clear and concise language in verbal and written communication.
 | ❑ |

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| **Supervisor’s comments** (including period of observation in the workplace) |
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| **Supervisor’s signature** |  | **Date** |  |

Recognition of prior learning

The assessor should list any recognition of prior learning (RPL) evidence that has been used to support a judgement of competency in this unit. Evidence may include previous training, accreditations, work experience or other pursuits where the candidate has gained relevant skills or knowledge.

The assessor must sight all original documents or certified copies being presented as evidence, and keep a copy on file with this assessment tool.

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| **RPL evidence presented** |
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