# Assessment Mapping (for streamlined units from new Training Packages)

*This document is used to demonstrate content validity of the assessment tool*

Table 1 Main details

| Details | Unique description |
| --- | --- |
| **Unit Code, name and release number** | MSL913003 - Communicate with other people (1) |
| **Skills Team** |  |
| **Region/Campus** |  |
| **SkillsPoint (owned by)** | Innovative Manufacturing, Robotics and Science |

*NOTES:*

* *Event columns can be added or deleted as required*
* *Rows for elements and performance criteria, etc. can be added or deleted as required*
* *Each component of the unit must be mapped to at least* ***one assessment criteria*** *or* ***question*** *in one or more assessment events*
* *Do NOT delete the section labelled Foundation Skills. If the Foundation skills ARE EXPLICIT in the performance criteria, they do not need to be listed. However, if the Foundation skills ARE NOT incorporated in the performance criteria they must be listed and mapped.*
* *Dimensions of Competency must be considered when selecting assessment types to ensure that the range of tasks you have chosen cover the following:*
  + *Task Skills*
  + *Task Management Skills*
  + *Contingency Planning Skills*
  + *Job Role Environment Skills*

## Unit component mapping to assessment event/s

Table 2 Unit component mapping to assessment event/s

| Element number | Element name | Performance criteria number | Performance criteria description | Learning resources | Knowledge Assessment 1 of 2 | Skills Assessment  2 of 2 |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Receive and act upon instructions | 1.1 | Listen to instructions and respond appropriately |  | Q2 | Scenario B  Message form |
| 1.2 | Clarify instructions to ensure understanding of the task |  | Q16, 17, 29, 30, 40a | Scenario B  Learner Message Summary |
| 2 | Receive and convey messages | 2.1 | Receive verbal and written messages and respond appropriately |  | Q9, 37, 40a, b, c | Scenario A  Enquiry Form  Scenario B  Message form  Scenario C  Initial responses |
| 2.2 | Record and convey information so that messages are understood |  | Q9, 10, 40b, 40c | Scenario A  Email  Scenario B |
| 3 | Demonstrate appropriate interpersonal skills | 3.1 | Follow workplace procedures which reflect equal opportunity, anti-discrimination and non-harassment legislative requirements |  | Q35, 44 | Scenario A  Part 2 D, Discussion questions/responses, viii |
| 3.2 | Demonstrate effective interpersonal skills during everyday interactions |  | Q2, 14, 45 | Scenario A, B C |
| 4 | Provide appropriate information | 4.1 | Deal with inquiries in accordance with workplace customer service requirements |  | Q13, 38 | Scenario A |
| 4.2 | Establish details of inquiry by questioning and summarising |  | Q38 | Scenario A  Enquiry form  Scenario B  Message Form |
| 4.3 | Access and provide relevant information that meets own authorisation and confidentiality requirements |  | Q18, 38 | Scenario A |
| 4.4 | Redirect inquiries to relevant personnel for resolution if beyond own area of responsibility |  | Q32, 38 | Scenario A  Email |
| 4.5 | Complete all workplace documents legibly and accurately in accordance with workplace procedures |  | Q10, 40c | Scenario A Enquiry form  Scenario B Message form  Part 2- Laboratory documents |

## Foundation skills NOT explicit in the performance criteria

Table 3 Foundation skills NOT explicit in the performance criteria

| Foundation skills | Description | Learning resources | Knowledge Assessment  1 of 2 | Skills Assessment  2 of 2 |
| --- | --- | --- | --- | --- |
| Foundation skills essential to performance are explicit in the performance criteria of this unit of competency | | | | |

## Performance evidence

Table 4 Performance evidence

| Performance evidence | Description | Learning resources | Knowledge Assessment  1 of 2 | Skills Assessment 2 of 2 |
| --- | --- | --- | --- | --- |
|  | There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and: |  |  |  |
| PE1 | Communicated effectively with each of the following on at least 2 occasions (each): | | | |
| PE1.1 | * manager or supervisor |  |  | Scenario A email to Environmental manager  Scenario B Discussion with manager  Message form  Scenario C  Initial Response |
| PE1.2 | * laboratory and production personnel |  |  | Scenario B  Message Form  Discussion with Assessor (Gustav)  Scenario C response to Teacherarium |
| PE2 | Used a variety of written and oral communication methods. |  | Q37 | Scenario A  Scenario B  Scenario C  Part 2- Workplace document presentation |

## Knowledge evidence

Table 5 Knowledge evidence

| Knowledge evidence | Description | Learning resources | Knowledge Assessment  1 of 2 | Skills Assessment 2 of 2 |
| --- | --- | --- | --- | --- |
|  | There must be evidence the candidate has knowledge of: |  |  |  |
| KE1 | Communication protocols, workplace customer service standards and procedures |  | Q5, 6, 7, 13, 14, 18, 25, 29, 30 | Scenario A |
| KE2 | Principles of effective interpersonal interactions |  | Q14, 15, 45 | Scenario A, B, C |
| KE3 | Colloquial, scientific and technical terminology appropriate to the level expected in the workplace for the job role |  | Q3, 29, 33, 34 |  |
| KE4 | Workplace communication equipment |  | Q25, 40b, 40c |  |
| KE5 | Workplace documents: |  |  | Part 2 Presentations |
| KE5.1 | * job (batch) cards |  | Q22, 31c |  |
| KE5.2 | * time sheets and logbooks |  | Q31g |  |
| KE5.3 | * induction manuals |  | Q6, 31b, 43 |  |
| KE5.4 | * shift handover reports |  | Q12, 23, 31a |  |
| KE5.5 | * safety data sheets (SDS) |  | Q4, 8 |  |
| KE5.6 | * equipment manuals and service logs |  | Q11, 24, 31f, |  |
| KE5.7 | * information directories for staff (personnel and telephone) |  | Q13, 31d |  |
| KE5.8 | * online information systems |  | Q8, 31h |  |
| KE5.9 | * Australian Standards and codes of practice relevant to the laboratory’s operations |  | Q20, 31e, 28,43 |  |
| KE6 | Standard operating procedures (SOPs) for routine technical tasks undertaken by candidate |  | Q1, 19, 33 |  |
| KE7 | Common scientific and technical terminology, including commonly used symbols |  | Q3, 20, 34 |  |
| KE8 | Workplace organisational structure, products, services and major customers |  | Q21, 36, 39 a or b |  |
| KE9 | Layout of workplace and laboratory, and role of laboratory services |  | Q36, 41 |  |
| KE10 | Legal, ethical and work health and safety (WHS) requirements specific to the work task. |  | Q5, 16, 26, 27, 28, 30, 42 |  |

## Assessment conditions

Table 6 Assessment conditions

| Assessment conditions | Description |
| --- | --- |
|  | Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:   * use of suitable facilities, equipment and resources, including:   + workplace procedures and documents * communication equipment, including telephone, directories, email, and internet * modelling of industry operating conditions, including:   + within accepted timelines. |