# Task 1 - Knowledge Test

### Unit code, name and release number

MSMSUP102 - Communicate in the workplace (2)

### Qualification/Course code, name and release number

MSF31113 - Certificate III in Cabinet Making (6)

## Student details

### Student number

### Student name

## Assessment Declaration

* This assessment is my original work and no part of it has been copied from any other source except where due acknowledgment is made.
* No part of this assessment has been written for me by any other person except where such collaboration has been authorised by the assessor concerned.
* I understand that plagiarism is the presentation of the work, idea or creation of another person as though it is your own. Plagiarism occurs when the origin of the material used is not appropriately cited. No part of this assessment is plagiarised.

### Student signature and Date

Version: *1.0*

Date created: *6 July 2018*

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## Assessment instructions

Table 1 Assessment instructions

| Assessment details | Instructions |
| --- | --- |
| **Assessment overview** | The objective of this assessment is to assess your knowledge as would be required to receive, relay and record written and oral messages and to provide relevant information in response to requests within timelines. |
| **Assessment Event number** | 1 of 2 |
| **Instructions for this assessment** | This is a written assessment and it will be assessing you on your knowledge of the unit.  This assessment is in 3 parts:   1. Multiple choice questions 2. True or False questions 3. Short answer questions |
| **Submission instructions** | On completion of this assessment, you are required to upload it or hand it to your trainer for marking.  It is important that you keep a copy of all electronic and hardcopy assessments submitted to TAFE and complete the assessment declaration when submitting the assessment. |
| **What do I need to do to achieve a satisfactory result?** | To achieve a satisfactory result for this assessment all questions must be answered correctly. |
| **What do I need to provide?** | Pen, USB flash drive to store and download files, A4 folder and paper. |
| **Due date/time allowed** | 60 minutes |
| **Assessment feedback, review or appeals** | Appeals are addressed in accordance with [Assessment Guidelines for TAFE NSW](https://staff.tafensw.edu.au/documents/2017/11/assessment-guidelines-v02.pdf/). |

## Part 1: Multiple choice

Read the question and each answer carefully. Put an X in the table next to your chosen answer.

1. If you worked out you do not have enough material to complete your job, within the designated timeline what action would you take.

Table 2 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. Not worry about it, tell nobody |  |
| 1. Use somebody else’s material |  |
| 1. Advise the employer/supervisor as soon as possible |  |
| 1. Leave a note on the plans |  |

1. If you cut your finger at work, what document should you fill out after you have had medical attention?

Table 2 Multiple choice

|  |  |
| --- | --- |
| Answer choices | Put X next to your answer |
| 1. Time sheet |  |
| 1. Cutting List |  |
| 1. Incident Report |  |
| 1. Standard Operating Procedure (SOP) |  |

1. If you answer the phone at work and you are unable to provide the client with the information they require, what should you do?

Table 2 Multiple choice

|  |  |
| --- | --- |
| Answer choices | Put X next to your answer |
| 1. Tell them to ring back |  |
| 1. Ask them to hold while you find somebody who can help them |  |
| 1. Tell them you can’t help them |  |

1. In a toolbox meeting at work, what should you do to make sure you understand what is being said?

Table 2 Multiple choice

|  |  |
| --- | --- |
| Answer choices | Put X next to your answer |
| 1. Think about the job you are doing |  |
| 1. Text your friend |  |
| 1. Listen attentively and ask questions |  |
| 1. Write down only what you are interested in |  |

1. If a client rings to make changes to their job, what should you do?

Table 2 Multiple choice

|  |  |
| --- | --- |
| Answer choices | Put X next to your answer |
| 1. Remember it and tell the employer later |  |
| 1. Write it down on the appropriate message form and pass it on to the employer/supervisor with all the details |  |
| 1. Make the changes yourself |  |
| 1. Leave a note for the somebody to process |  |

1. If an electrical device has become faulty, what must you do?

Table 2 Multiple choice

|  |  |
| --- | --- |
| Answer choices | Put X next to your answer |
| 1. Repair the item yourself |  |
| 1. Put it away |  |
| 1. Isolate it, tag it out with an appropriate form, report it to the supervisor |  |
| 1. Let everybody know |  |

1. If you want to know whether a product that you want to use is suitable for the job and safe to work with, where would you find that information?

Table 2 Multiple choice

|  |  |
| --- | --- |
| Answer choices | Put X next to your answer |
| 1. Job Card |  |
| 1. Product catalogue |  |
| 1. Material Safety Data Sheet (MSDS) |  |
| 1. Cutting List |  |

1. You are given some changes to the job you are working on.

How do you record these for future reference?

Table 2 Multiple choice

|  |  |
| --- | --- |
| Answer choices | Put X next to your answer |
| 1. Listen and make a mental note |  |
| 1. Write them down on the job card or plans |  |
| 1. Tell somebody else |  |
| 1. Wait for it to be given in writing |  |

1. A work colleague rings you to advise that he is not coming in today.

What information should you take down?

Table 2 Multiple choice

|  |  |
| --- | --- |
| Answer choices | Put X next to your answer |
| 1. What they did on the weekend |  |
| 1. Their contact info and when they are coming back |  |
| 1. Where their tools are |  |
| 1. Give them the supervisors number |  |

1. What form do you need to fill out to identify you have an understanding of a machine/tool and its operating procedure?

Table 2 Multiple choice

|  |  |
| --- | --- |
| Answer choices | Put X next to your answer |
| 1. Job Card |  |
| 1. Time sheet |  |
| 1. Safe Work Method Statement (SWMS) |  |
| 1. Equipment manual |  |

1. WHS meetings are used to discuss?

Table 2 Multiple choice

|  |  |
| --- | --- |
| Answer choices | Put X next to your answer |
| 1. The after work activities |  |
| 1. The production schedule |  |
| 1. Your safety in the work environment |  |
| 1. Equipment maintenance |  |

## Part 2: True or false

Read the question and then write **True** or **False** in the space provided.

Table 3 True or false

| Question | Write *True* or *False* |
| --- | --- |
| 12. When you have taken a message, you should check the message details are correct with the caller. |  |
| 13. When communicating with somebody from another culture, you should explain everything in technical jargon. |  |
| 14. To communicate with a deaf person, you could use simple sketches |  |
| 15. You are expected to control your swearing while in the work place so you d6n’t offend people. |  |
| 16. Yelling at your staff will make them respect you |  |
| 17. Hand signals are a form of communication. |  |
| 18. You should not listen at a toolbox meeting as it is only to organise work schedules and production time lines. |  |
| 19. When you have filled out a safe work method statement, you should submit it to your employer so they can check that you understand how to complete a task safely. |  |
| 20. If you are not 100% sure of your work requirements, you should not waste the time of your supervisor to clarify what is required. |  |
| 21. A cutting list from your workshop drawing includes the sizes you need to cut out a job, the material and the edge details. |  |
| 22. It does not matter if you have spelling mistakes or your writing is messy in a note to a work colleague. |  |
| 23. Workplace documents should be kept as they can be reviewed to make changes for safety and productivity |  |

## Part 3: Symbols

24. Work place safety signs are classed as:

* Hazard warning
* Emergency Information
* Prohibition (must not do)
* Danger hazard
* Fire
* Mandatory (must do)
* Restriction.

For each sign shown below:

* Identify how it is classed (e.g. prohibition)
* Explain what it means









25. Name an easy way of communicating with someone from a culturally and linguistically diverse (CALD) background.

## Part 4: Assessment

*NOTE: This section* ***must*** *have the assessor signature and student signature to complete the feedback.*

### Assessment outcome

Satisfactory

Unsatisfactory

### Assessor Feedback

Was the assessment event successfully completed?

If no, was the resubmission/re-assessment successfully completed?

Was reasonable adjustment in place for this assessment event?  
*If yes, ensure it is detailed on the assessment document.*

Comments:

### Assessor name, signature and date:

### Student Acknowledgment of assessment outcome

Would you like to make any comments about this assessment?

### Student name, signature and date

***NOTE: Make sure you have written your name at the bottom of each page of your submission before attaching the cover sheet and submitting to your assessor for marking.***