# Task 1 - Knowledge Test

# Trainer & Assessor Marking Guide

## Criteria

### 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)

### Note to Trainer/Assessor

Students must all question in this assessment.

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## Assessment instructions

Table 1 Assessment instructions

| Assessment details | Instructions |
| --- | --- |
| **Instructions for the trainer and assessor**  ***Print in colour*** | This is a written assessment and will be assessing the student on their knowledge of the unit.  This assessment is in 3 parts:   1. Multiple choice questions 2. True or False questions 3. Short answer questions   Model answers, sample responses or criteria for each question are provided below. Use these to support your judgment when determining a satisfactory result.  The student’s response to each question must contain the information indicated in this marking guide in order for their response to be correct. However, if a student provides information other than indicated below, and in the professional opinion of the assessor it is appropriate and meets the intent of the question, it may be considered correct.  The assessment feedback page must be signed by both the student and the assessor so the student displays that they have received, understood and accepted the feedback.  Complete the assessment feedback at the end of the document to the student and ensure you have taken a copy of the assessment prior to it being returned to the student.  Ensure the students name appears on the bottom of each page of the submitted assessment. |
| **About this marking guide** | The student’s response to each question must contain the information indicated in this marking guide in order for their response to be correct.  All questions must be answered correctly in order to satisfactorily complete this assessment event.  Assessors will need to make a judgment call as to whether each answer/response meets the criteria based upon the:   * Rules of Evidence:   + Validity – does the answer address the assessment question and does the evidence reflect the four dimensions of competency?   + Sufficiency – is the answer sufficient in terms of length and depth?   + Currency – has the work been done so recently as to be current?   + Authenticity – is this work the student’s own authentic work? * Principles of Assessment:   + Fairness – individual student’s needs are considered in the assessment process   + Flexibility – assessment is flexible to the individual student   + Validity – any assessment decision is justified, based on the evidence of performance of the student   + Reliability – evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment * Dimensions of competency   + Task skills   + Task Management Skills   + Contingency Planning Skills   + Job Role Environment Skills |
| **Student must provide** | Pen, USB flash drive to store and download files, A4 folder and paper. |
| **Assessor must provide** | Computers, data sheets, reference text, organisational policy. These may be hard copy or made available online. |
| ***Time allowed*** | 60 minutes |

## 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? (PE1, PE1.1, 1.3)

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 | X |
| 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? (KE5, 4.1)

Table 2 Multiple choice

|  |  |
| --- | --- |
| Answer choices | Put X next to your answer |
| 1. Time sheet |  |
| 1. Cutting List |  |
| 1. Incident Report | X |
| 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? (PE1.1, PE2, KE2, KE3.1)

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 | X |
| 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? (PE1.1)

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 | X |
| 1. Write down only what you are interested in |  |

1. If a client rings to make changes to their job, what should you do? (PE1.1, PE2, KE2, KE5, 3.1, 3.3)

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 | X |
| 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? (KE5, PE3, 2.2, 4.4)

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 | X |
| 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? (PE2, KE1, 3.2)

Table 2 Multiple choice

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

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

How do you record these for future reference? (PE1, PE1.1, KE5, 1.2)

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 | X |
| 1. Tell somebody else |  |
| 1. Wait for it to be given in writing |  |

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

What information should you take down? (PE1, PE1.1, KE2, 1.2, 4.2)

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 | X |
| 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? (KE5, 4.3)

Table 2 Multiple choice

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

1. WHS meetings are used to discuss? (KE1)

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 | X |
| 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. (PE1, PE1.1, PE2, 1.1, 2.1, 3.1) | True |
| 13. When communicating with somebody from another culture, you should explain everything in technical jargon. (PE2.1) | False |
| 14. To communicate with a deaf person, you could use simple sketches (PE2.1, KE6, KE7) | True |
| 15. You are expected to control your swearing while in the work place so you don’t offend people (KE6) | True |
| 16. Yelling at your work colleagues will make them respect you (KE6) | False |
| 17. Hand signals are a form of communication. (KE2, KE7) | True |
| 18. You should not listen at a toolbox meeting as it is only to organise work schedules and production time lines. (PE1.1) | False |
| 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. (KE5, 4.3) | True |
| 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. (KE8, 2.3) | False |
| 21. A cutting list from your workshop drawing includes the sizes you need to cut out a job, the material and the edge details. (PE1) | True |
| 22. It does not matter if you have spelling mistakes or your writing is messy in a note to a work colleague. (PE2.1) | False |
| 23. Workplace documents should be kept as they can be reviewed to make changes for safety and productivity (KE3.2) | True |

## Part 3: Symbols

24. Work place safety signs are classed as: (PE1, KE4)

* 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



A blue circular background indicates a mandatory, or ‘must do’ sign. This sign is telling you to wear a hard hat.



Signs with a red circle and diagonal bar through the centre are called prohibition signs, meaning ‘not permitted’. This one means, “Smoking is prohibited”.



A green rectangular background is used for emergency information. This example is an ‘exit’ sign showing where to exit the premises in an emergency.



A red rectangular background is used for information related to fire. This sign indicates the location of a fire extinguisher.

25. Name an easy way of communicating with someone from a culturally and linguistically diverse (CALD) background? (KE7, KE8)

Freehand sketch drawing, use video, pictures, example of product, demonstration