# 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** | MSMSUP102 - Communicate in the workplace (2) |
| **Skills Team** |  |
| **Region/Campus** |  |
| **SkillsPoint (owned by)** | Innovative Manufacturing, Robotics and Science |

## 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 | Task 1 - Knowledge Test | Task 2 - Skills Assessment |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Receive and relay messages | 1.1 | Receive message and confirm understanding |  | P2.Q12 | Q1.1,1.2,1.3 Observations 2.2a, 2.2b |
|  |  | 1.2 | Accurately record the message |  | P1.Q8, Q9 | Q1.1, 1.2, 1.3  Observations 1.5b, 2.2b |
|  |  | 1.3 | Relay message accurately to appropriate person or section within designated timelines |  | P1.Q1 | Q1.9, 3.2 |
| 2 | Interpret messages | 2.1 | Clarify message if necessary |  | P2.Q12 | Observation 2.3a |
|  |  | 2.2 | Take appropriate action |  | P1.Q6 | 1.5 Observation 1.8a |
|  |  | 2.3 | Respond to communication problems |  | P2.Q20 | 4.3 |
| 3 | Respond to request for information | 3.1 | Acknowledge the request for information and clarify understanding |  | P1.Q3, Q5  P2.Q12 | 1.6, 3.2 Observations 1.6b, 2.1a, 2.1b, 2.1c |
|  |  | 3.2 | Access information from appropriate sources |  | P1.Q7 | 3.1, 3.3 |
|  |  | 3.3 | Relay information to appropriate person or section in a manner appropriate for the receiver |  | P1.Q5 | 1.6, 3.4, 4.1, 4.2 Observations 2.1a, 2.2c |
| 4 | Complete workplace forms | 4.1 | Select appropriate form |  | P1.Q2 | 4.1 Observation 1.7b |
|  |  | 4.2 | Assemble information required for form |  | P1.Q9 | Scenario #2, 3.1, 4.1 Observation 2.2a |
|  |  | 4.3 | Complete workplace form |  | P1.Q10, P2.Q19 | 4.1 Observations 1.7b, 2.2b, 2.2c |
|  |  | 4.4 | Submit workplace form |  | P1.Q6 | 1.6, Observation 1.7b, 2.2b |

## Foundation skills NOT explicit in the performance criteria

Not applicable because foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Performance evidence

Table 3 Performance evidence

| Performance evidence | Description | Learning resources | Task 1 - Knowledge Test | Task 2 - Skills Assessment |
| --- | --- | --- | --- | --- |
|  | There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and: |  |  |  |
| PE1 | Received, recorded and relayed messages, including: |  | P1.Q1, Q8, Q9, P2.Q12, Q21, P3.Q24 | 1.1,1.2, 1.3, 1.9, 3.1, 3.2, 5.1, 5.2, 5.3, 5.4 Observations 1.5a, 2.1a, 2.2b |
| PE1.1 | * listening attentively and asking questions to confirm understanding |  | P1.Q1, Q3, Q4, Q5, Q8, Q9, P2.Q12, Q18 | 1.1,1.2,1.3,1.4, 3.2 Observations 2.3a, 2.3b |
| PE2 | Responded to at least one request for information in accordance with procedures, including: |  | P1.Q3, Q5, Q7  P2.Q12 | 1.9, 3.2, 3.3, 3.4, 4.1, 4.2 Observations 1.6a, 2.1a |
| PE2.1 | * using clear and concise language in both verbal and written communication |  | P2.Q13, Q14, Q22 | Observation 1.5b, 2.4a |
| PE3 | Completed workplace forms legibly and accurately |  | P1.Q6 | Scenario 5, 4.1 Observations 1.7a, 2.2b, 2.2c |

## Knowledge evidence

Table 4 Knowledge evidence

| Knowledge evidence | Description | Learning resources | Task 1 - Knowledge Test | Task 2 - Skills Assessment |
| --- | --- | --- | --- | --- |
|  | There must be evidence the candidate has knowledge of: |  |  |  |
| KE1 | Sources of information |  | P1.Q7, Q11 | 3.1, 3.3 |
| KE2 | Communication equipment |  | P1.Q3, Q5, Q9, P2.Q17 | 3.1, 3.2, 3.3, 4.3 |
| KE3 | Organisation procedures, including: |  |  |  |
| KE3.1 | * telephone and communications protocols and/or procedures |  | P1.Q3 | 3.5 |
| KE3.2 | * documentation and record keeping |  | P2.Q23 | Scenario 5 4.1, 1.5 Observation 1.7b |
| KE4 | Types and meaning of workplace codes, numbers, symbols, signs and colours typically used in the work environment |  | P3.Q24 | 3.6, 5.1, 5.2, 5.3, 5.4 |
| KE5 | Types, purpose and importance of workplace documentation |  | P1.Q2, Q5, Q6, Q8, Q10  P2.Q19 |  |
| KE6 | Workplace expectations for acceptable language and tone, including swearing, level of formality, courteousness and respect for diversity |  | P2.Q14, Q15, Q16 | 1.10 Observation 2.4b |
| KE7 | Challenges in communicating with people from culturally and linguistically diverse (CALD) backgrounds in the workplace and possible strategies |  | P2.Q14, Q17, P3.Q25 | 4.3 |
| KE8 | Communication problems and corrective actions relevant to own role |  | P2.Q20, P3.Q25 | 4.3 |

## Assessment conditions

Table 5 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 documentation and/or information   + workplace forms.   Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors. |