# Unit Assessment Guide

## Criteria

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

MSF31113 - Certificate III in Cabinet Making (6)

### Unit code, name and release number

MSMSUP102 - Communicate in the workplace (2)

## Unit details

Table 1 Unit details

| Section | Description |
| --- | --- |
| **Unit description** | This unit of competency covers the skills and knowledge required to receive, relay and record written and oral messages and to provide relevant information in response to requests within timelines. This unit of competency applies to personnel who are required to communicate clearly and accurately to record messages, seek clarification, access needed information, relay information to other people and complete workplace documentation. This unit of competency applies to all work environments. No licensing, legislative or certification requirements apply to this unit at the time of publication. |
| **Pre-requisites** | None. |
| **Learning outcomes** | In this unit, you will gain the knowledge and skills to:   1. Receive and relay messages 2. Interpret messages 3. Respond to request for information 4. Complete workplace forms   <https://training.gov.au/Training/Details/MSMSUP102> |
| **Assessments** | The assessments in this unit are a combination of knowledge tests and skill based written assessments. The types of assessments you will be completing are:   * A knowledge test * A skills assessment |
| **Workplace Assessments** | Workplace Assessments for this unit primarily involve:   * Students Guide to work placement * Portfolio * Logbook * Knowledge Test * Skills written Task   To achieve this unit, the candidate must have completed a Knowledge Test, Skills written Task as detailed in the Assessment Requirements of this unit of competency. |
| **Learning materials** | The learning materials for this unit include:   * Student guide * Activities * Tafe Harassment Video |
| **Assessment Information** | You must submit assessment work and attend scheduled assessments on the required dates.  For further information, refer to Every Students Guide to Assessment in TAFE NSW. |
| **Achieving a satisfactory result** | Your assessor will assess your competence against the requirements of the unit and the completion of the assessments listed in this Unit Assessment Guide. |
| **Reporting assessment outcomes** | Your Transcript of Academic Record will list all results of your study to date. If you have achieved competency in a unit but are unable to finish the Qualification or Course, you will receive a Record of Results showing only the units you have completed.  You can access a report of your final results by logging into the [Student Portal](https://my.tafensw.edu.au/). |
| **Recognition** | **Credit Transfer (CT) –** you can apply for credit if you have previously completed this unit at TAFE NSW or another Registered Training Organisation (RTO).  **Recognition of Prior Learning (RPL) –** you can apply to have your previous study, work and or life experiences recognised.  Please see the [TAFE NSW website](https://www.tafensw.edu.au/enrol/recognition-credit-transfers) for further information about Recognition or discuss this with your Assessor. |
| **Assessment feedback, review or appeals** | Your Assessor will provide feedback no later than 10 days after all assessment activities have been conducted and you will be requested to acknowledge the outcome.  If you would like to request a review of your results or if you have any concerns about your results, contact your Assessor or Head Teacher.  You have three weeks from the date you receive your results in which to make an appeal and request a review.  You will receive a response within ten days of the receipt of the request.  Your Head Teacher will address the appeal in accordance with Every Students Guide to Assessment or TAFE NSW Student Guide. |
| **Reasonable adjustment** | If you have a permanent or temporary condition that may prevent you from successfully completing the assessment event(s) in the way described, you should talk to your assessor about ‘reasonable adjustment’. This is the adjustment of the way you are assessed to take into account your condition, this must be approved BEFORE you attempt the assessment. |
| **Educational Support Services** | Please refer to the [TAFE NSW website](https://www.tafensw.edu.au/student-services) for specific information on the educational support services that are available to you.  You may also contact your Head Teacher or Trainer/Assessor for further information. |
| **Student Declaration** | Your Trainer/Assessor will provide you with the Student Declaration document for you to sign to ensure that you have received and understood your assessment requirements as per this Assessment Unit Guide.  You may receive this in hardcopy or you will be required to acknowledge your understanding online. |

## Assessment events and schedule

Table 2 Assessment events and schedule

| Event Number/Name | Method of collecting evidence | Venue | Assessment date or submission due date |
| --- | --- | --- | --- |
| Task 1 - Knowledge Test | Written (hard-copy or on-line) |  |  |
| Task 2 - Skills assessment | Practical and written (hard-copy or on-line) demonstration of skills. |  |  |

## Contact details

Table 3 Contact details

| Position | Name | Contact phone | Email | Region / Campus |
| --- | --- | --- | --- | --- |
| **Trainer/Assessor** |  |  |  |  |
| **Head Teacher** |  |  |  |  |
| **Education Administration Support** |  |  |  |  |