

DRAFT Assessment Tool

BSBCMM211 Apply communication skills

Task Mapping

Assessment Methods: • Observation (O) • Written tasks (W) • Questioning (Q)				
Unit Requirements		Task Mapping		
		O	W	Q
Elements and performance criteria				
1. Identify communication requirements	1.1 Identify work task		✓	✓
	1.2 Identify communication channels in the organisation		✓	✓
	1.3 Identify relevant stakeholders		✓	✓
	1.4 Seek advice from supervisor on communication methods	✓		
2. Communicate using verbal and non-verbal communication skills	2.1 Plan verbal communication			✓
	2.2 Use verbal communication to communicate with stakeholders	✓		
	2.3 Use non-verbal behaviour to communicate with stakeholders	✓		
	2.4 Seek and respond to feedback on communication	✓		
3. Draft written communications	3.1 Identify formats for written information according to organisational policies and procedures		✓	✓
	3.2 Draft written information and submit to supervisor for approval		✓	
	3.3 Seek and respond to feedback on written communication		✓	
Foundation Skills				
Learning	Develops skills required to carry out own role by seeking and acting on feedback	✓	✓	

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Reading	Reviews textual information to identify communication requirements and organisational procedures		✓	
Writing	Drafts simple texts using appropriate grammar, spelling and punctuation in accordance with organisational standards		✓	
	Proofreads own texts for accuracy and compliance with organisational requirements		✓	
Teamwork	Seeks to cooperate with others to achieve results in immediate work context	✓		
Self-management	Follows clearly defined instructions, seeking assistance when necessary		✓	
	Follows organisational policies and procedures and practices relevant to own role	✓	✓	✓
Technology	Uses digital tools to complete tasks		✓	
Initiative and enterprise	Asks questions and listens to gain information and confirm understanding	✓		
Performance Evidence				
Use verbal and non-verbal skills to seek and convey information in face-to-face situations on at least three occasions.		✓		
Draft written documents and confirm that the documents meet organisational requirements on at least three occasions.			✓	
Knowledge Evidence				
organisational policies and procedures related to workplace communication			✓	✓
communication styles		✓	✓	✓
questioning, listening and speaking skills		✓		
standards of written information applicable to own role			✓	
presentation styles, format and detail relevant to own role.		✓	✓	
Assessment Conditions				
Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working		✓	✓	

environment in this industry. This includes access to workplace policies and procedures relating to communication.			
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Assessment Task Overview

Candidates must successfully complete the following to achieve competency in this unit:

Observation

Candidates will be observed on three occasions using their verbal and non-verbal skills in face-to-face situations:

- An interaction with a customer (may be roleplayed)
- An interaction with a colleague (may be roleplayed)
- A meeting (may be roleplayed)

Written tasks

Candidates will complete three written tasks:

- Writing and sending an internal email
- Writing and sending an email to a client or customer
- Writing a document

Questioning

Candidates must answer a series of questions to demonstrate their knowledge of applying communication skills.

Task 1: Customer Interaction

Instructions go here.

Task 2: Interaction with a Colleague

Instructions go here.

Task 3: Meeting

Instructions go here.

Observation Task Checklists

Criteria

Performance Evidence

Use verbal and non-verbal skills to seek and convey information in face-to-face situations on at least three occasions

Performance Criteria

- 1.4 Seek advice from supervisor on communication methods
- 2.2 Use verbal communication to communicate with stakeholders
- 2.3 Use non-verbal behaviour to communicate with stakeholders
- 2.4 Seek and respond to feedback on communication

Foundation Skills

Learning: Develops skills required to carry out own role by seeking and acting on feedback

Self-management: Follows organisational policies and procedures and practices relevant to own role

Initiative and enterprise: Asks questions and listens to gain information and confirm understanding

Knowledge Evidence

Demonstrates knowledge of communication styles

Demonstrates knowledge of questioning, listening and speaking skills

Demonstrates knowledge of presentation styles, format and detail relevant to own role.

Task 4: Write and send an internal email

Instructions go here.

Task 5: Write and send an email to a client or customer

Instructions go here.

Written Task Checklists

Criteria

Performance Evidence

Draft written documents and confirm that the documents meet organisational requirements on at least three occasions

Performance Criteria

- 1.1 Identify work task
- 1.2 Identify communication channels in the organisation
- 1.3 Identify relevant stakeholders
- 3.1 Identify formats for written information according to organisational policies and procedures
- 3.2 Draft written information and submit to supervisor for approval
- 3.3 Seek and respond to feedback on written communication

Foundation Skills

Learning: Develops skills required to carry out own role by seeking and acting on feedback

Reading: Reviews textual information to identify communication requirements and organisational procedures

Writing:

Drafts simple texts using appropriate grammar, spelling and punctuation in accordance with organisational standards

Proofreads own texts for accuracy and compliance with organisational requirements

Self-management:

Follows clearly defined instructions, seeking assistance when necessary

Follows organisational policies and procedures and practices relevant to own role

Technology: Uses digital tools to complete tasks

Knowledge Evidence

Demonstrates knowledge of communication styles

Demonstrates knowledge of standards of written information applicable to own role

Demonstrates knowledge of presentation styles, format and detail relevant to own role.

Demonstrates knowledge of organisational policies and procedures related to workplace communication

Task 7: Questions

Questions to address the following:

- 1.1 Identify work task
- 1.2 Identify communication channels in the organisation
- 1.3 Identify relevant stakeholders
- 2.1 Plan verbal communication
- 3.1 Identify formats for written information according to organisational policies and procedures
- Follows organisational policies and procedures and practices relevant to own role
- organisational policies and procedures related to workplace communication
- communication styles

Instructions to candidates

My draft question ideas so far:

1. **What methods of communication do you use to determine what's expected of you at work?**
2. **Identify the channels of communication used within your organisation?**
3. **Provide an example of a situation where you had to use a specific method of communication and explain why that channel was chosen.**
4. **List three different people or roles you would need to communicate with in your organisation, along with a brief example of why you would need to communicate with them.**
5. **There are some formal situations where you may need to plan your verbal communication. Give two examples of these.**

6. In a previous task you had to participate in a meeting. How did you plan for this meeting?
7. The organisations you work in will have certain requirements for how written communications are formatted and presented.
 - a. What might your employer expect in terms of the language and tone of an email to customers?
 - b. What might your employer expect in terms of the fonts, formatting and layout of a word-processed document?
 - c. What might your employer expect in relation to the way you communicate verbally with customers and/or colleagues?
8. An organisation's policies and procedures for word-processed documents state that *"the paragraphs should be at 1.5 spacing, in Times New Roman at 12pt."* What is this referring to?
9. Below is an email written by a staff member for ACME Industries. Following this is an excerpt from ACME Industries' policies on written communication.
 - a. Read the email,
 - b. read ACME Industries' policies; and then
 - c. answer the questions below.

EMAIL HERE

Questions to go here

Task 7 Questions (Marking Guide)

[ASSESSORS ONLY: DO NOT GIVE THIS TO STUDENTS]

Instructions to assessors

Instructions will go here

Marking guide /answer guide for questions will go here.