

RIICOM201D

Communicate in the Workplace



Assessment Activity Workbook

Assessment Instructions for students:

1. This is a close book activity assessment
2. You must print your name and sign on the activity assessment sheet
3. Activity assessment question paper with your completed answer sheet must be returned to your trainer
4. Students who may have language, literacy or numeracy difficulties are reminded to advise your assessor who can assist you. Please see the Participant Handbook for further information on LLN and other requirements

Assessors must ensure:

1. you have a '**Assessment**' completed for each student
2. the student has returned the '**Activity Assessment Question with answers**'
3. the student has printed their name and then signed
4. the student has completed all appropriate questions
5. you have marked the student as either 'Competent' or 'Not Yet Competent'
6. you have commented on the student's performance on the appropriate column
7. you have signed and dated the 'Unit of Competency Assessment Summary'

General

How does effective communication assist with WHS requirements in the workplace	Question	
	Mark	

Provide some examples of effective communication skills	Question	
	Mark	

What are some of the barriers to communication?	Question	
	Mark	

1 Plan and Prepare for workplace communication using equipment and systems

Provide some examples of the compliance documentation that you may come across (1.1)	Question 1	
	Mark	

Provide 3 examples of key pieces of communication equipment (1.2)	Question 2	
	Mark	
1 2 3		

In what ways can you maintain communication with other in the workplace? (1.3)	Question 3	
	Mark	

TCP TRAINING






Once you have signed for communication equipment, you have a responsibility to ensure ... (1.4)	Question 4	
	Mark	

2 Communicate using communication equipment and systems

Provide 5 examples of method/types of communication in the workplace (2.1)	Question 5	
		Mark
1 2 3 4 5		

What is Non-verbal communication? Provide 3 examples (2.1)	Question 6	
		Mark

Describe hand signals and motions for the following? (2.1 & 3.4)	Question 7	
		Mark
Stop traffic: Allow traffic to proceed: Slow traffic:		

Please complete the table below (2.1)		Question 8
		Mark
Sign example	Sign Type	
		
		
		
		
		

<p>What are Lock Out tags used for? (2.1)</p>	<p>Question 9</p>	
	<p>Mark</p>	

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When using 2 ways radios, you should.. (2.2	Question 10
	Mark

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What are the main features of 2 ways radios (2.2)	Question 11
	Mark

What are some common faults that can occur with 2 way radios? (2.2)	Question 12
	Mark

Provide 5 examples of what you need to consider when taking and passing on messages (2.4)	Question 14
	Mark
1	
2	
3	
4	
5	

What are the 7 Cs when communicating (2.3)	Question 15
	Mark

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What should you do if there is a major traffic incident/ accident or emergency? (2.6)	Question 16
	Mark

What is the procedure if you identify a fault with communication equipment? (2.7)	Question 17
	Mark

3 Carry out face to face routine communication

Provide some examples that will show you listening (3.1)	Question 18
	Mark

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Provide 2 reasons why speaking clearly and at an appropriate pace is important in effective communication (3.1)	Question 19
	Mark

What is effective questioning? And how will it help you	Question 20
	Mark

Provide characteristics for the following types of questions (3.2)	Question 21
	Mark
Open Ended Question	
Closed Question	

Provide 3 tips on how to keep communication flowing (3.3)	Question 22
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	Mark
1	
2	
3	

What are some techniques that assist in clarifying messages (3.5)	Question 23
	Mark

What can affect cooperative communication? (3.6)	Question 24
	Mark

4 Complete written documentation

Give two (3) examples of the different situation that require written communication	Question 25	
	Mark	
1 2 3		

Written communication has advantages and disadvantages, please provide examples for both	Question 26	
	Mark	
Advantages of Written communication Disadvantages of Written communication		

Before finalising written communication what do you need to check for? (4.2)	Question 27	
	Mark	

Provide list of the common types of approved documents that you may come across in the workplace. (4.2)	Question 28
	Mark

You must always pass on written information to others as per work procedures. (4.3)	Question 29
	Mark
A True B False	

Theory Assessment Outcome

Satisfactory Not Satisfactory

Candidate Signature:	Assessor Signature:
Comments	Comments:

Practical assessment checklist			
This section is to be completed by the Assessor			
Section 1: Plan and prepare for workplace communication using equipment and systems			
Skill shown by candidate in accordance with relevant site policies, procedures and documentation	Yes/No	Observed on	Assessor comments/ initial
1.1	Accesses, interprets and applies a range of communication site documentation and ensures the work activity is compliant	<input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/> <input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/>	
1.2	Identifies and can access communication equipment and system components appropriate for the task and environment	<input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/> <input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/>	
1.3	Establishes and maintains communication with others effectively and continuously	<input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/> <input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/>	
1.4	Access and apply communication equipment and systems safety procedures	<input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/> <input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/>	
What evidence was collected, noted, retained by the assessor			

Section 2: Communicate using site equipment and systems				
Skill shown by candidate in accordance with relevant site policies, procedures and documentation		Yes/No	Observed on	Assessor comments/ initial
2.1	Identifies and select the most appropriate method of communication, such as signage, devices, hand signals		<input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/> <input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/>	
2.2	Uses communication equipment and systems such as 2 way radios, telephone and non- verbal techniques		<input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/> <input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/>	
2.3	Acknowledges and responds to communication		<input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/> <input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/>	
2.4	Takes, confirms and passes messages on promptly to the others using appropriate methods		<input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/> <input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/>	
2.5	Passes communications in a clear and concise manner to ensure efficient operations		<input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/> <input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/>	
2.6	Follow safety procedures, including the passing of reports and observance of local communications and can respond to emergency procedures		<input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/> <input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/>	
2.7	Can identify and report faults in communication equipment		<input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/> <input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/>	
What evidence was collected, noted, retained by the assessor				

Section 3: Carry out face-to-face routine communication				
Skill shown by candidate in accordance with relevant site policies, procedures and documentation		Yes/No	Observed on	Assessor comments/ initial
3.1	Speaks clearly and listen carefully to instructions and promotes understanding of all information		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
3.2	Uses various questioning techniques of workers and confirms the meaning of all information		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
3.3	Maintains communication processes with others to assist flow of work activities, ensuring 2 way communication		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
3.4	Uses site approved signalling methods to convey information in the context of traffic control		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
3.5	Participates in discussion to obtain information and clarify meaning using different techniques and methods		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
3.6	Communicates cooperatively and effectively with others to achieve all outcomes and promote a positive approach		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
What evidence was collected, noted, retained by the assessor				

Section 4: Complete written documentation				
Skill shown by candidate in accordance with relevant site policies, procedures and documentation		Yes/No	Observed on	Assessor comments/ initial
4.1	Completes written documentation clearly, concisely and on time and checks for that it is correct and accurate		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
4.2	Can locate and use approved documents appropriately		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
4.3	Passes on written information to others and ensures that it is accurate and timely		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<p>What evidence was collected, noted, retained by the assessor</p>				

Section 5: Workplace health and safety				
Skill shown by candidate in accordance with relevant site policies, procedures and documentation		Yes/No	Observed on	Assessor comments/ initial
5.1	Identifies and uses the appropriate WHS documentation		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
5.2	Follows all instructions provided by supervisor to ensure a safe workplace.		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
5.3	Uses all equipment and devices safely		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
5.4	Understand and follows emergency procedures.		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Assessment result sheet		
Name of Candidate		
Name of Assessor		
Date		
Type of assessment	Satisfactory	Unsatisfactory
Activities (A)	<input type="checkbox"/>	<input type="checkbox"/>
Theory questionnaire (TQ)	<input type="checkbox"/>	<input type="checkbox"/>
Practical assessment (PA)	<input type="checkbox"/>	<input type="checkbox"/>
3 rd Party (TPR)	<input type="checkbox"/>	<input type="checkbox"/>
Workplace Samples (WS)	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>
Other assessment requirements	Yes	No
Does the participant have the required knowledge	<input type="checkbox"/>	<input type="checkbox"/>
Does the participant have the required skills?	<input type="checkbox"/>	<input type="checkbox"/>
The assessment was conducted fairly	<input type="checkbox"/>	<input type="checkbox"/>
Final result	Competent	Not yet competent
	<input type="checkbox"/>	<input type="checkbox"/>
Declarations	Signatures	
Candidate declaration: I declare that the answers, activities performed and all works submitted, throughout the assessment process are my own		
Assessor declaration: I confirm the skills and knowledge and all evidence submitted to me meets all relevant rules of evidence and meets the requirements for this course		
Feedback Candidate		