Assessment Project 2 - Unpacking the unit of competency – planning for assessment.

This exercise will help you identify the suggested evidence requirements for this unit of competency.

Step 1. – Read the **application** for this unit – what is the unit about?

Step 2. – Read the assessment conditions for the unit – think about WHERE the skills can be demonstrated, WHAT resources and equipment are required to be used, and WHO can conduct the assessment.

Step 3. – Unpack the performance criteria to identify the types of evidence that might be appropriate to collect. Check that the evidence is sufficient to cover the Performance Evidence requirements.

Step 4. – Plan your questions for the competency conversation by reading the Knowledge Evidence requirements.

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| **Unpacking the unit.** | | | |
| **Unit Code** | **BSBCMM211** | **Unit Title** | **Apply communication skills** |
| **STEP 1:** | What is the unit about? | *Summarise the application of this unit* | |
| **STEP 2:** | Where can the skills be demonstrated? | *Refer to assessment conditions* | |
| What resources and equipment are required to be used? | *Refer to assessment conditions* | |
| Who can conduct the assessment? | *Refer to assessment conditions* | |

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| **STEP 3:** Unpacking the unit – what types of evidence might be appropriate to collect? Use the elements as headings in your unpacking document. | | | | |
| **Elements** | **Performance Criteria** | **Knowledge Questions** | | **Observation Checklist** |
| 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 |  | |  |
| **Performance evidence**  The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to: | | | | |
| * 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. | | |  | |
| Have you collected enough evidence to cover the Performance Evidence requirements? | | | | |
| **Knowledge evidence**  The candidate must demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit. This includes knowledge of: | | | | |
| * 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. | | |  | |
| **STEP 4:** Think about the questions you will need to ask in the competency conversation – these will be based on the Knowledge Evidence requirements.  *You will write your questions in the Knowledge questions template.* | | | | |