Mapping ensures the assessment instruments cover the requirements of the unit. The observation checklist should be mapped to the relevant performance criteria and all performance evidence. The knowledge questions should be mapped to relevant performance criteria and all of the knowledge evidence.

**Assessment Mapping Matrix**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Competency Code** | **BSBCMM211** | **Competency Name** | **Apply communication skills** | | |
| **Element** | **Performance Criteria** | | | **Assessment Tool** | |
| **Observation Checklist** | **Knowledge Questions** |
| 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 | | |  |  |
| 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 | | |  |  |
| 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. | | |  |  |
| **Knowledge Evidence** | The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including 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. | | |  |  |

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| **Foundation Skills -** *This section describes those language, literacy, numeracy, and employment skills that are essential to performance but not explicit in the performance criteria.*  Foundation skills are an integral part of a unit of competency and must be assessed. A unit’s performance criteria can explicitly include foundation skills essential for performance. Alternatively, if foundation skills are not explicit in the performance criteria they must be described in the ‘foundation skills’ field of the unit of competency. (ASQA VAC 7.4) | | | | | | |
|  | | **Assessment Tool** | | | |
| **Observation Checklist** | | **Project/**  **Other Assessment** | |
| 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 | |  | |  |
| 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 | |  | |  |

|  |  |  |
| --- | --- | --- |
| **Does the Assessment for this unit of competency comply with the Assessment Conditions** | **YES** | **NO** |
| * Where the assessment takes place is appropriate to the assessment conditions |  |  |
| * Equipment and resource requirements are appropriate to the assessment conditions |  |  |