|  |  |  |  |
| --- | --- | --- | --- |
| Name of student |  | Date |  |
| Name of assessor |  | | |
| Unit/s (code and name) | BSBCMM211 Apply communication skills | | |
| Method of assessment | Written  Verbal | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Instructions** | | | | |
| * This assessment consists of **13** questions * Answers must be clear, concise and in your own words * All writing, notes, and responses to be done in the spaces provided, in pen * You must answer all questions correctly to be deemed satisfactory in this assessment * Re-assessment of any incorrect responses will be undertaken verbally and noted on the assessment * Identified special needs students may be able to undertake this assessment in a slightly different way please speak with your assessor if you believe that you are eligible for a modified assessment item | | | | |
| **EDUCATIONAL ADJUSTMENTS MADE** | | | | |
| **Formatting** | Altered print size and layout  Audio Provided     Images to support text  Simplified language | | | |
| **Time** | Extra Time      Rest Break     Administered in segments | | | |
| **Assistive Technology** | Word Processor     Speech to text     Calculator | | | |
| **Environmental** | Alternate location      Reduced audience     Support person present | | | |
| **Satisfactory**  **Not Satisfactory** | | | **Due date for reassessment (if required):** |  |
| **Feedback to student:** | | | | |
|  | | | | |
| **Assessor Signature:** | |  | | |

**Note to assessor: - Knowledge questions should cover the knowledge evidence of the unit.**

The Business Services Implementation Manual for Version 7.0 of the Training Package provides additional advice to provide trainers and assessors with insight from industry practitioners, peak bodies and other RTOs that will assist with creating meaningful and effective support material for learners. <https://vetnet.gov.au/Pages/download.aspx?url=https://vetnet.gov.au/Public%20Documents/Business%20Services%20Interpretation%20Manual%20V1.0.pdf>

**Q1**

**Q2**

**Q3**

**Q4**

**Q5**

**Q6**

**Q7**

**Q8**

**Q9**

**Q10**

**Q11**

**Q12**

**Q13**