

Learning Assessment Guide 1311 v4

Present and defend an argument orally (L4, C4)



Learner to complete

Name:

Employer:

NSN or DOB:

Assessor to complete

Meets requirements

Further evidence required

Name:

Signed:

Date:



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INTRODUCTION

This Learning Assessment Guide will help you complete assessment for unit standard 1311 v4 Present and defend an argument orally (L4, C4).

You can also refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).

Before assessment, you will need to:

- meet with your assessor
- complete a pre-assessment form.

When you have finished assessment you will need to sign a form that declares the work is yours.

A checklist at the end of this assessment lists everything you need to do before you give your completed assessment to your assessor.

Important: The Learning State Assessment Handbook has more information on the Learning State assessment process and completing assessments. Download this from our website or contact your Training Advisor.

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Kia Kaha and Good Luck

PRE-ASSESSMENT FORM

Consider the following to find out if you are ready for this assessment:

- I understand the instructions for each task Yes / No
- I have the things I need to complete each task Yes / No
- I have the knowledge to complete each theory task Yes / No
- I have the skills to complete each practical task Yes / No
- I can produce the evidence listed for each task Yes / No

The people who will be involved in this assessment include:

Verifier(s) _____ Phone: _____

_____ Phone: _____

Other _____

Role: _____ Phone: _____

Assessor – verifier(s) sign off

I am satisfied the people listed above have the required skills, knowledge and experience to provide valid and fair verification of performance, knowledge and understanding, and compliance with workplace policies, procedures, codes of practice, etc., and relevant legislation.

Assessor _____

Signature: _____ Date: _____

Learner - declaration of understanding

I confirm that I understand the evidence I am required to collect and produce.

Name: _____

Signature: _____ Date: _____



EXPLANATORY NOTES

1. Voice modulation for hearing impaired people will be demonstrated through a sign language interpreter voicing the message of the signer.
2. *Argument* in this unit standard refers to a proposition and supporting detail and reasoning, with reasoned opposition. It does not refer to a dispute between people.

3. Definition of *paralanguage*:

All the characteristics of one's voice (pitch, loudness, rate, vocal variety and vocal emphasis) can carry messages to a receiver. These factors are known as *paralanguage* and this refers to how something is said rather than what is said. It also includes other aspects of spoken communication such as coughs, throat-clearing, 'vocalized pauses' such as ums and ers, yawning, sighing, and even the use of silence.

(F Sligo, *Effective Communication in Business*, 1997, Palmerston North: Software Technology (N.Z.) Ltd.)

ASSESSMENT TASK

This task is designed to demonstrate your ability to present and defend an argument orally on an issue.

Evidence required

Evidence	Sources
<ul style="list-style-type: none">■ Workplace documentation that support the oral argument, e.g. planning notes, audio-visual aids■ Completed verification form■ Note: You may like to also provide a recording of the argument as evidence.	<ul style="list-style-type: none">■ your workplace

Instructions

At work, we are often presented with issues where our thinking and ideas differ from others. We may each need to present, and defend, an argument to convince our audience why our thinking/ideas should be accepted.

1. For this task you are required to present and defend an argument on an issue.
2. You are also required to provide verification from a verifier that has been approved by your assessor during the pre-assessment meeting. Ensure the verifier completes the form fully; including appropriate comments and the form is signed and dated, before handing it to your assessor, along with this Learning Assessment Guide.

The following is a guide to help you plan and practice you argument. You can use these notes (or workplace equivalent) as part of your evidence portfolio.



A guide – present and defend an argument

- a. Choose a workplace issue on which to base your argument. This should be an issue to which you can present a proposition and support it with detail and reasoning. To follow are some examples:
- The customer is always right
 - The customer is sometimes wrong
 - A new coffee machine is necessary for staff morale
 - The office needs to upgrade all the computers
- b. You will also need an audience who has opposing reasons against your argument. For example, if you believe the workplace policy is that the customer is always right, the opposing argument will reject the policy giving the reason (and supporting details) that prove that the customer is sometimes wrong.

Use the following forms to plan your argument and defence.

Planning an argument

Topic	List the statement that you will cover with an oral argument (for example, “customers are always right”)
Audience	List the person(s) you will present the argument to.
Introduction	Write a brief statement that can be used to introduce the argument.

Body	List the key reasons why your conclusion should be accepted
Evidence	List all the evidence you can present that will give weight to the reasons outlined above.



Audio-visual aids	List any audio visual aids that you have. For each, consider if it adds to the argument, can be included easily and meets the audience needs.
conclusion	What is your conclusion to the opening statement (for example, “it is true that, in the context of our customer service model, our customers are in fact always right”)

Planning your defence

- c. List all the opposing reasons that you can think of against your argument.
- d. Consider each – how does this compare/contrast with your own view?
- e. Next to each consider how you can best defend your argument against each of the opposing views. For example, further facts and reasons, examples, emotive appeals.

Opposing views	Strategies to defend my view



Presenting and defending your argument

- f. Review the planning notes and practice your argument on your own in front of a mirror until you feel confident that you know your subject matter, can establish a positive relationship with your audience and can use any visual aids without interrupting the flow of your presentation.
- g. When you are ready, arrange the occasion with your audience and verifier (your verifier may be your audience).
- h. Present, and defend your argument.

VERIFICATION FORM

Name of Learner:	
Name of Verifier:	
Contact details:	
Position of Verifier:	
Date verified:	

_____ is currently being assessed against Unit Standard 1311 v4 Present and defend an argument orally (L4, C4). They are required to present and defend an argument orally on an issue.

Note: *Argument* refers to a proposition and supporting detail and reasoning, with reasoned opposition. It does not refer to a dispute between people

In addition to ticking 'yes' or 'no' to the statements in the checklist that follows, please provide examples and/or comments that will assist the assessor to make a confident decision.

I verify that:	Yes	No
The learner can present a well structured argument that:		
– is clearly introduced to the audience		
– is supported with valid evidence and relevant audio-visual aids where used		
– flows well		
– is presented well in terms of words used, structure and body language		
The learner uses effective techniques to defend the argument		
The learner establishes and sustains a positive relationship with the audience		



Comments

Your signature confirms:

- that the learner met your requirements and those of the organisation.
- That you have received a copy of the *Learning State Good Practice Guide for Workplace Verifiers* (available from www.learningstate.govt.nz).

Verifier's Signature _____

Thank you for your assistance.

ASSESSMENT SUMMARY CHECKLIST

Use the following checklist to check that you have completed everything you need to do before you give your assessment to your assessor.

I have completed/produced the following:	✓
Pre-assessment form	
Assessment task: <ul style="list-style-type: none"> ■ Workplace documentation that support the oral argument, eg, planning notes, audio-visual aids ■ Completed verification form ■ Note. You may like to also provide a recording of the argument as evidence. 	
Declaration of authenticity	

DECLARATION OF AUTHENTICITY

I confirm that I have completed assessment for Unit Standard 1311 on my own and the evidence produced is my own work.

Name: _____

Signature: _____ Date: _____



ASSESSMENT RESULT:

The learner has:

Met requirements ***Further Evidence Required*** (please circle)

Assessor signature: _____ Date: _____

If further evidence is required, please provide details of next action:



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