

# Learning Assessment Guide 1312 v4

## Give oral instructions in the workplace (L3, C3)



### 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 1312 v4 Give oral instructions in the workplace (L3, C3)

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. Small group means between 3-5 people.
3. In this unit standard *workplace* means the actual workplace in which the candidate is either employed or on work experience. Assessment must take place within this context.

## ASSESSMENT TASK

This task is designed to demonstrate your ability to give oral instructions in the workplace.

### Evidence required

Evidence	Sources
<ul style="list-style-type: none"><li>■ Workplace documentation that support the oral instruction, e.g. planning notes, visual aids, evidence of instructions being carried out.</li><li>■ Completed verification forms (from colleague and manager)</li></ul> <p>Note. You may like to also provide a recording of the instruction as evidence.</p>	<ul style="list-style-type: none"><li>■ your workplace</li><li>■ This Learning Assessment Guide</li></ul>

### Instructions

As part of a workplace, we are often asked to or have a need to provide instructions to others. This may be to another person such as in a peer to peer situation, or to a group such as in a team situation. Oral instructions are those that are said rather than given in written form such as in an email or letter. There are two parties to any instruction:

- you - the instructor
- the audience - the person or people you are instructing

Your role is to give instruction that is clearly understood. Your audiences' role is to listen carefully. Both you and your audience will need to give and receive feedback in order to ensure that:

- the instruction was given and received clearly
- the audience follows the instruction as intended.



1. For this task, you are required to choose two situations where you have given or will give instructions in the workplace to at least one other person or a small group of 3-5 people.

Each situation will need to include a verifier who can confirm you have met requirements of the unit standard.

Discuss and agree on the situations you will use for this task with your manager, verifier(s) and/or assessor. You may like to use one or more of the situations that follow:

- Instruct team during a daily team briefing meeting
- Instruct your team on procedures in the event of an emergency (what they should do if the alarm is raised)
- Instruct a small group on using the telephone system
- Instruct a colleague on how to chair a formal meeting
- Instruct the admin team on preparing resources needed for a workshop
- Instruct a new staff member on one or more workplace procedures such as filling in a time sheet, a travel request, a leave request, etc.

To follow is a planning sheet to help you prepare for the instruction.

### Give oral instructions – planning sheet

Date	
Occasion	
Audience	
Goal of the instruction	<i>(this needs to be clearly communicated to the audience before the instruction)</i>
Sequence of the instruction	<i>(needs to meet the needs of the audience).</i> 1. 2. 3. 4. 5.
Notes on communication needs of the audience	
verbal	
non-verbal	
culture	
gender	



number of people	
anticipated areas of ambiguity and/or misinterpretation	<p><i>Ambiguity:</i></p> <p><i>Misinterpretation:</i></p> <p><i>How can you encourage feedback in regards to this?</i></p>
Summarise the instructions	<p><i>What are the main components of the instructions?</i></p> <ol style="list-style-type: none"><li>1.</li><li>2.</li><li>3.</li><li>4.</li><li>5.</li></ol>
What visual aids and equipment could be used to support the instruction	

Notes on delivery:	
pace	
tone	
environment	
audience	
How will you know the audience understands the oral instructions given?	<i>List some likely evidence below (e.g., actual performance, accurate description of task, feedback during instruction)</i>



## VERIFICATION FORM: COLLEAGUE

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

\_\_\_\_\_ is currently being assessed against Unit Standard 1312 v4 Give oral instructions in the workplace (L3, C3). They are required to give oral instruction in the workplace to a person or small group (3-5 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.

<b>I verify that the learner gave instructions to an audience of 1 – 5 people and that:</b>	<b>Yes</b>	<b>No</b>
The goal was clear		
The language used, sequence of delivery, tone and pace were appropriate to the audience		
The learner interacted with the audience to identify and clarify any ambiguity and misinterpretation		
The main components were summarised at the end		
Any equipment and/or visual aids used supported the instruction		
Voice projection, articulation, and modulation were used effectively		
The audience demonstrated understanding, eg, actual performance, accurate description of task, feedback during instruction		

Please provide examples and/or 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](http://www.learningstate.govt.nz)).

Verifier's Signature \_\_\_\_\_

***Thank you for your assistance.***



## VERIFICATION FORM: MANAGER

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

\_\_\_\_\_ is currently being assessed against Unit Standard 1312 v4 Give oral instructions in the workplace (L3, C3). They are required to give oral instruction in the workplace to a person or small group (3-5 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.

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The main components were summarised at the end		
Any equipment and/or visual aids used supported the instruction		
Voice projection, articulation, and modulation were used effectively		
The audience demonstrated understanding, eg, actual performance, accurate description of task, feedback during instruction		

Please provide examples and/or comments:		
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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](http://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"><li>■ workplace documentation that support the oral instruction, e.g., planning notes, visual aids, evidence of instructions being carried out.</li><li>■ completed verification forms (from colleague and manager)</li></ul> Note. A recording of the instruction may also be provided.	
Declaration of authenticity	

### DECLARATION OF AUTHENTICITY

I confirm that I have completed assessment for Unit Standard 1312 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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