

Learning Assessment Guide

Unit Standard 9680 – Version 3

Communicate within an organisational context

Level 2 – 2 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

The tasks in this assessment are designed to show your assessor that you can:

- Select and use appropriate language within an organisation
- Meet organisational needs and legislative requirements for communication.

This assessment guide is made up of:

- Tasks for you to complete.
- Observation checklists that the approved observer or assessor will use to record your performance.
- Assessment Guide that the assessor will use to assess your competence.

Please note:

- All employees of State sector organisations must adhere to the State services Code of Conduct. They must also adhere to legislation relating to privacy and information.
- Legislation includes: Official Information Act 1982, Privacy Act 1993, State Sector Act 1988 and their subsequent amendments.

Assessment Task One – Element 1

Introduction

Assessment task one is designed to assess that your use of written language:

- is appropriate to the situation
- meets the requirements of your organisation.

Instructions

Select three different examples of your written work, preferably from the last few months. This sample of your work should cover a range of your written work activity, including your work with clients and client groups external to your organisation e.g.

- A letter/ email to a client
- A letter or case notes forwarded to another government department or organisation
- An internal memo /email which has been placed on file
- A report
- A communication with a person or persons belonging to a non-European ethnic group.

At least one of the examples should show how you clarify the information needs of the other person.

Give these to your assessor who will use the “Language (Written) Checklist” to see whether they meet the performance criteria of element one.

The completed assessment for task one will include:

Three written documents and three completed and signed checklists.

Note: If any of the checklists are incomplete, your assessor may ask you for an additional document or documents.

Language (written) Checklist

(for use by assessor or approved observer)

Note: Three copies of this checklist must be completed, one for each document

Name of learner:	
Document assessed:	
Date assessed:	
Assessor / Observer Name:	
Assessor / Observer Signature:	

Form of address and identification: (PC1.1)	Yes / No
Meet the published requirements of the organisation. If no published requirements are available, meet standard business practice.	
Are appropriate to the situation (degree of formality / informality, language used – greeting in English, Maori, Pacific Island language, other).	
Are appropriate to the medium (formal letter, memo, informal e-mail etc).	
Are appropriate to the relationship between the parties (member of the public, colleague, law firm etc).	
Meeting information needs of recipient: (PC1.2)	Yes / No
Writer correctly interprets the information needs of the recipient.	
If there is ambiguity or confusion in the message received by the learner then either: <ul style="list-style-type: none"> • clarification is sought; or • options are given to cover the different possibilities 	
Information given is relevant to the request or material being commented upon.	
Information given is complete , minimising the necessity for a second communication covering the same content and minimising the chances that the recipient will take incorrect action.	

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Vocabulary, content and language structure meet the following requirements: (PC1.3)	Yes / No
• conform to organisational requirements	
• meet the needs of the situation	
• are appropriate to the occasion	
• are appropriate to the medium (memo, formal letter, etc.)	
• are appropriate to the relationship between the parties.	
Organisational requirements are met in terms of: (PC1.4)	Yes / No
• spelling	
• punctuation	
• grammar	
• format of the document	
• structure of the document	

Assessment Task Two – Element 1

Introduction

Assessment task two is designed to assess that your use of verbal language:

- is appropriate to the situation
- meets the requirements of your organisation.

Instructions

This assessment requires that you are observed by your assessor or an approved observer during three or more conversations, interviews, meetings or presentations where your language can be assessed for its suitability to the occasion.

Three quite different contexts should be selected from the following list:

- A verbal communication with a group of people (3 or more) external to your organisation
- A verbal communication with a group of people (3 or more) internal to your organisation
- A verbal communication with a person external to your organisation
- A verbal communication with a person internal to your organisation.

Make sure that you obtain permission from the other people involved in these situations before you are assessed. Then arrange for your assessor or observer to be present.

Your assessor will use the “Language (Verbal) Checklist” to assess you during each of these communication situations.

The completed assessment for task two will include:

Observed participation in three different communication situations and three completed and signed checklists.

Note: If any of the checklists are incomplete, an additional verbal communication activity will need to be assessed.

Language (verbal) Checklist
(for use by assessor or approved observer)

Note: Three copies of this checklist must be completed, one for each verbal communication.

Name of learner:	
Occasion:	

Use the space to add comment for feedback to the learner and for moderation purposes.

Form of address (greeting, use of name and position, manner of welcome or acknowledgement of individual or group) is: (PC1.1)	Observer comments	Y/N
<ul style="list-style-type: none"> in accord with accepted protocol within the organisation, especially published protocol if available. If no protocol is available use standard business practice. 		
<ul style="list-style-type: none"> appropriate to the situation (degree of formality, including appropriate mihi / pōwhiri if relevant; suitable language – Maori, English, suitable acknowledgement of Pacific Island people or those from other ethnic groups) 		
<ul style="list-style-type: none"> appropriate to the medium (1-1; via a telephone conversation; marae situations; group meeting, etc) 		
<ul style="list-style-type: none"> appropriate to the relationship between the parties (formal, informal). 		
Meeting information needs of the audience or other party to the conversation. (PC1.2)	Observer comments	Y/N
<ul style="list-style-type: none"> Speaker correctly interprets the information needs of his / her audience. 		
<ul style="list-style-type: none"> If information needs are unclear then learner seeks clarification by suitable methods. These may include: <ul style="list-style-type: none"> Using open questions Paraphrasing Agenda setting or similar (for group). 		

<ul style="list-style-type: none"> Information given is relevant to the request or the agenda developed, comprehensive and complete (without being excessive). All agenda items have been addressed if an agenda was developed in a group situation. 		
<ul style="list-style-type: none"> Information given is appropriate format (verbal, printed / written, electronic). 		
<p>Vocabulary, content and language structure met the following requirements: (PC 1.3)</p>	Observer comments	Y/N
<ul style="list-style-type: none"> are in accord with recommended or required practices of the organisation 		
<ul style="list-style-type: none"> meet the needs of the situation 		
<ul style="list-style-type: none"> are appropriate to the occasion 		
<ul style="list-style-type: none"> are appropriate to the relationship between the parties. 		

Assessor / Observer:

Signature:

Date of observation:

Assessment Task Three – Element 2

Introduction

Assessment task three collects evidence on whether your use of written and verbal language meets organisational and legal requirements for communication.

It involves your manager attesting to your communication skills meeting organisational and legislative requirements.

Instructions

Your assessor will ask your manager/team leader to complete and return the following attestation.

The completed assessment for task three will include:

Attestation completed by Manager/Team Leader.

Manager's or Team Leader's Attestation of Learner's Communication Skills

_____ (name of learner) is currently being assessed in Unit Standard 9680 Communicate within an organisational context. Your assistance is sought with this assessment.

Please use your knowledge of the learner's work performance during the last 6 months to complete this attestation related to his/her written and verbal communication skills in the workplace.

The person named above consistently demonstrates the following skills in their communications both internally and externally:

- Recording, storing and distribution of written material meets the requirements of the organisation
- Recording storing and distribution of written material meets relevant legislative requirements, such as the Official Information Act 1982, Privacy Act 1993, State Sector Act 1988.
- Verbal communications meet organisational requirements
- Verbal communications meet relevant legislative requirements, such as the Official Information Act 1982, Privacy Act 1993, State Sector Act 1988.
- Procedures for initiating non-routine communications (for example submitting suggestions, producing special reports) meet organisational requirements

Manager's/Team Leader's name: _____

Manager's/Team leader's signature: _____

Date: _____

Assessment Guide

The following guide will be used to assess your competence for unit standard 9680.

Task / Element	Evidence required	Judgement
<p><i>Task 1 / Element 1</i></p> <p>Select and use appropriate language within an organisation.</p>	<p>3 different written documents are submitted.</p> <p>Examples of suitable documents include:</p> <ul style="list-style-type: none"> • A letter/ email to a client • A letter or case notes forwarded to another government department or organisation • An internal memo /email which has been placed on file • A report • A communication with a person or persons belonging to a non-European ethnic group. 	<p>Three different documents have been submitted.</p> <p>All documents meet checklist requirements.</p> <p>At least one of the examples should show how the learner clarified the information needs of the other person.</p>
<p><i>Task 2 / Element 1</i></p> <p>Select and use appropriate language within an organisation.</p>	<p>Observation in 3 different verbal communication situations. Situations to be selected from:</p> <ul style="list-style-type: none"> • One to one with person external to organisation • One to one with person internal to organisation • Group / team, external to organisation • Group / team, internal to organisation <p>Completed and signed observation checklist for each verbal communication situation.</p>	<p>Language used in all three communication situations meets organisational requirements for communications (as per checklist)</p>
<p><i>Task 3 / Element 2</i></p> <p>Meet organisational and legislative requirements for communication.</p>	<p>A completed and signed attestation from learner's manager or team leader</p>	<p>Attestation affirms that learner's work meets organisational and legislative requirements.</p>