



## NZQA Assessment Support Material – Assessor Guidelines

<b>Unit standard</b>	1277				
<b>Title</b>	Communicate information in a specified workplace				
<b>Level</b>	2	<b>Credits</b>	3	<b>Version</b>	7

<b>Vocational pathways</b>	<b>Social and Community Services</b>				
	This resource has been developed for assessment in contexts relevant to the Social and Community Services sector pathway. The responses should be relevant to the context.				

### Note

The following guidelines are supplied to enable assessors to carry out valid and consistent assessment.

While this resource exemplifies observation and verification in a naturally occurring evidence assessment situation, there are other assessment activities and approaches that could be used.

See Generic Resources and Guidelines at <https://www.nzqa.govt.nz/providers-partners/assessment-and-moderation-of-standards/assessment-of-standards/generic-resources/>.

## Assessor guidelines

Assessors need to be very familiar with the outcome being assessed by the unit standard. The evidence requirements and the explanatory notes contain information that is crucial when interpreting the standard and assessing people against it.

Unit standard 1277, *Communicate information in a specified workplace*, is about communicating information and responding to enquiries from clients in a specified workplace.

A *client* can be anyone specific to the workplace, for example, customers, colleagues, suppliers or contractors.

While the unit standard does not actually require a Social and Community Services context, this resource is intended to be relevant to the Social and Community Services Vocational Pathway (VP).

Assessment must occur in a *specified workplace*. For this standard in a VPs setting means a real workplace where the person being assessed is employed (either full-time, part time or working regularly on a voluntary basis); or in a workplace where they are on work experience. For students on work experience this will ideally occur on a regular, planned and sustained basis, for example as part of a Gateway programme.

Naturally occurring evidence is evidence collected from activities from the learner's actual performance. Examples may include giving information and responding to enquiries orally and in writing. Enquiries are queries which require a detailed response from the person being assessed.

Responding to enquiries with a *detailed response* usually requires more than one (1) interaction or exchange of information. The quality of the interactions, considered as a whole, is more important than length. However, the interactions must be long enough to generate sufficient evidence for quality assessment.

A *written response* relevant to this standard refers to an email, task, description, notice, memo or letter that has been produced by the person being assessed.

*Written conventions* may include but are not limited to – spelling, punctuation, grammar.

*Oral conventions* may include but are not limited to – register, tone, language.

### **Resource requirements**

Documented policies and procedures or established protocols for workplace.

## AWARD OF CREDIT - ASSESSMENT EVIDENCE

This assessment requires the person being assessed to show that they can give information and respond to enquiries which require a detailed response orally and in writing.

This communication will include:

- using language and forms of address appropriate to the situation and the relationship between the participants
- presenting information in a clear and appropriate manner to the client
- seeking feedback from the client to ensure information is understood
- treating and storing information with discretion and in accordance with the Privacy Act 1993
- providing clear and relevant responses to the enquiries
- using a mode of response that is appropriate to the subject matter and the client
- using written and oral conventions that meet organisation requirements.



The person being assessed must provide their Assessor with evidence of:

- Giving information orally to **three (3) different clients** in total. **At least two (2)** of those occasions must be in response to enquiries from clients which require a *detailed* response.

They must also provide:

- Examples of written responses to **three (3) different clients** in total for review. **At least two (2)** of the responses must be replies to enquiries from clients which require a *detailed* response.

This could be through:

- a video of all of their performance or
  - a video of part of their performance and/or direct verified observation (including the completed observation record sheet) by a tutor, workplace supervisor, and/or a qualified assessor, and
  - copies of their written communications and completed written review record.
- Client feedback may also be used as supplementary evidence.



## CONDITIONS OF ASSESSMENT



The learner must be assessed against this unit standard in a specified workplace context using naturally occurring evidence. Assessment must be based on evidence of demonstrated and repeatable performance in a real situation in the specified workplace.



The person who verifies the work must be someone in a role with appropriate responsibility to confirm performance which meets the standard (e.g. a supervisor who works with the learner regularly). Asking a workmate to carry out the verifier role is not acceptable. The verifier must have the appropriate opportunity to observe the learner's actual performance and own the responsibility to confirm the evidence meets the requirements of the standard.



The '**Observation Record**' checklist can be used to verify observations of the learner's actual performance. Observations can be carried out by a verifier when the assessor may not be present at the workplace.

A sample **observation record** and **written review record** on the following pages show how to record the verification of a learner's performance.

## Assessment Schedule

**NOTE:**

**A “Verifier” must be someone in a role with appropriate responsibility to confirm the performance meets the standard requirements (e.g. a supervisor who works with the learner regularly).**

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		<b>Evidence for achieved</b>	<b>Judgements for achieved</b>
<b>Outcome 1</b>	Give information to clients in a specified workplace.		
<b>Range</b>	one oral communication; one written communication;		
<b>Outcome 2</b>	Respond to enquiries in a specified workplace.		
<b>Range</b>	two oral responses; two written responses.		
<b>Evidence requirements</b>	Completed ' <b>Observation Record</b> ' – oral communications. See sample Observation Record	<ul style="list-style-type: none"> <li>• Three (3) situations where information is given orally are clearly outlined.</li> <li>• At least two (2) of the situations support the verifier attestation that a detailed oral response was given to help resolve the enquiries received from each client.</li> <li>• Observation Record is completed, signed and dated by an appropriate Verifier.</li> <li>• Written Review Record is completed, signed and dated by an appropriate Verifier.</li> </ul>	
1.1	The language used, including forms of address is appropriate to the situation and the relationship between participants.		
1.2	Information given is clear and presented on a manner appropriate to the client.		
1.3	Feedback is sought from the client to ensure the information is understood.		
1.4	Any confidential information is treated with discretion and stored in accordance with the Privacy Act 1993.	Completed ' <b>Written Review Record</b> '. See sample Written Review Record	

<p>2.1 The responses are clear and relevant to the enquiry.</p> <p>2.2 The mode of response is appropriate to the subject matter and the enquirer.</p> <p>2.3 The written and oral conventions used meet organisational requirements.</p> <p>Range: written conventions may include but are not limited to – spelling, punctuation, grammar.</p> <p>oral conventions may include but are not limited to – register, tone, language.</p>	<p>Completed '<b>Observation Record</b>' – oral communications</p> <p>Completed '<b>Written Review Record</b>' and <b>three (3) examples of written work</b> are provided</p> <p>See sample email trail for a situation requiring a written response e.g. cat adoption.</p>	<ul style="list-style-type: none"> <li>• Three (3) situations where information was provided in writing are clearly outlined.</li> <li>• At least two (2) of the situations outlined provide a summary which supports the verifier attestation that a detailed response was given to help resolve the queries received from each client.</li> <li>• Observation Record is completed, signed and dated by an appropriate Verifier.</li> <li>• Written Review Record is signed and dated by an appropriate Verifier.</li> <li>• The three (3) examples which the person being assessed has written are provided.</li> </ul>
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## Sample evidence observation and written review records for unit standard 1277

### OBSERVATION RECORD – ORAL COMMUNICATIONS

To be completed by the Verifier, Supervisor or Assessor as they observe the learner’s oral communication performance – giving information and detailed responses to oral enquiries in a specified workplace. What is observed must be specified and ticked off for each situation to confirm the actual performance.

*The inclusions are examples, not model answers.*

<b>Name:</b> <i>A Learner</i>	<b>Type of workplace:</b> <i>e.g. aged care home, pharmacy, veterinary clinic</i>	<b>Role:</b> <i>e.g. aged care assistant, pharmacy assistant, veterinary clinic receptionist</i>	
<b>The person being assessed has:</b>			
<b>1. Used suitable language</b>	Example ( <i>Aged care assistant</i> ) <b>Date:</b> <i>X/X/XX</i> <b>Brief description of what information was given:</b> <i>Resident asked about the activities available for the week</i> Giving information orally Situation 1	Example ( <i>Aged care assistant</i> ) <b>Date:</b> <i>X/X/XX</i> <b>Brief description of enquiry:</b> <i>Resident asked for help to buy slippers, didn't know their size.</i> Responding orally to enquiry with a detailed response Situation 2	Example ( <i>Veterinary assistant</i> ) <b>Date:</b> <i>X/XX</i> <b>Brief description of enquiry:</b> <i>Customer asked about best food to buy and enrolling in puppy preschool</i> Responding orally to enquiry with a detailed response Situation 3
	<b>Tick off actions as demonstrated</b>		
	<input type="checkbox"/> Form of address was appropriate for the situation ✓ <input type="checkbox"/> Form of address was appropriate for the relationship between participants ✓ <input type="checkbox"/> Tone of voice and language used was appropriate ✓ <input type="checkbox"/> Language was culturally appropriate if applicable <input type="checkbox"/> Other please specify - <i>e.g. Is polite</i> ✓	<input type="checkbox"/> Form of address was appropriate for the situation <input type="checkbox"/> Form of address was appropriate for the relationship between participants ✓ <input type="checkbox"/> Tone of voice and language used was appropriate <input type="checkbox"/> Language was culturally appropriate <input type="checkbox"/> Other please specify - <i>e.g. Is courteous</i> ✓	<input type="checkbox"/> Form of address was appropriate for the situation ✓ <input type="checkbox"/> Form of address was appropriate for the relationship between participants ✓ <input type="checkbox"/> Tone of voice and language used was appropriate <input type="checkbox"/> Language was culturally appropriate <input type="checkbox"/> Other please specify e.g. - <i>e.g. Covers all suitable options</i> ✓

	Giving information orally Situation 1	Responding orally to enquiry with a detailed response Situation 2	Responding orally to enquiry with a detailed response Situation 3
2. Given relevant information	<b>Tick off actions as demonstrated</b>		
	<input type="checkbox"/> information was clear ✓ <input type="checkbox"/> information was relevant <input type="checkbox"/> information was presented in a manner/mode that was appropriate to the client and the subject matter ✓ <input type="checkbox"/> Other please specify ✓ <i>e.g. Information is accurate</i>	<input type="checkbox"/> information was clear <input type="checkbox"/> information was relevant ✓ <input type="checkbox"/> information was presented in a manner/mode that was appropriate to the client and the subject matter <input type="checkbox"/> Other please specify	<input type="checkbox"/> information was clear ✓ <input type="checkbox"/> information was relevant <input type="checkbox"/> information was presented in a manner/mode that was appropriate to the client and the subject matter ✓ <input type="checkbox"/> Other please specify ✓ <i>e.g. Any technical terms are explained</i>
3. Sought feedback from the client to ensure the information is understood.	<b>Tick off actions as demonstrated</b>		
	<input type="checkbox"/> Asked appropriate questions (e.g. open and closed) to seek feedback ✓ <input type="checkbox"/> Asked appropriate questions (e.g. open and closed) to confirm understanding ✓ <input type="checkbox"/> Other please specify ✓ <i>e.g. Summarises main points</i>	<input type="checkbox"/> Asked appropriate questions (e.g. open and closed) to seek feedback ✓ <input type="checkbox"/> Asked appropriate questions (e.g. open and closed) to confirm understanding ✓ <input type="checkbox"/> Other please specify ✓ <i>e.g. Check made / client is happy</i>	<input type="checkbox"/> Asked appropriate questions (e.g. open and closed) to seek feedback ✓ <input type="checkbox"/> Asked appropriate questions (e.g. open and closed) to confirm understanding ✓ <input type="checkbox"/> Other please specify
4. Treated any confidential information in accordance with the Privacy Act 1993.	Giving information orally Situation 1	Responding orally to enquiry with a detailed response Situation 2	Responding orally to enquiry with a detailed response Situation 3
	<b>Tick off actions as demonstrated</b>		
	<input type="checkbox"/> Any confidential Information was treated with discretion <i>N/A</i> <input type="checkbox"/> Any confidential Information was stored in accordance with workplace policies and procedures and the Privacy Act 1993 <i>N/A</i> <input type="checkbox"/> Other please specify	<input type="checkbox"/> Any confidential Information was treated with discretion ✓ <input type="checkbox"/> Any confidential Information was stored in accordance with workplace policies and procedures and the Privacy Act 1993 ✓ <input type="checkbox"/> Other please specify	<input type="checkbox"/> Any confidential Information was treated with discretions ✓ <input type="checkbox"/> Any confidential Information was stored in accordance with workplace policies and procedures and the Privacy Act 1993 ✓ <input type="checkbox"/> Other please specify <i>e.g. Contact details obtained/recorded ✓</i>

When this form is completed and signed, it confirms that the person being assessed carried out all forms of oral communication in a specified workplace according to real-life requirements, and that they could continue to perform in this way.

**Verifier/Supervisor/Assessor's signature:** *A. Observer*

**Name:** *Anne Observer*

**Position/Workplace:** *Centre Manager*

**Date:** *xx/xx/xx*

## Written Review Record

To be completed by the Verifier, Supervisor or Assessor as they review the written communication produced by the person being assessed. What is observed through this review must be specified and ticked off for each situation to confirm the actual performance.

*The inclusions are examples, not model answers.*

<b>Name:</b> <i>A Learner</i>	<b>Type of workplace:</b> <i>e.g. aged care home, pharmacy, veterinary assistant</i>	<b>Role:</b> <i>e.g. aged care assistant, pharmacy assistant, veterinary clinic receptionist</i>	
<b>The person being assessed has:</b>			
1. Responded using a suitable method and a style of presentation) that was appropriate for the subject matter and the receiver.	<p>Example (<i>Aged care assistant</i>) Date: <i>XX/XX</i></p> <p><b>Brief description of information requested:</b> – <i>Client rang wanting to know all about the residential care the facility offered.</i></p> <p style="text-align: center;"><b>Giving written information Situation 1</b></p>	<p>Example (<i>Aged care assistant</i>) Date: <i>XX/XX</i></p> <p><b>Brief description of enquiry:</b> <i>Supervisor requested detailed account of an accident</i></p> <p style="text-align: center;"><b>Responding in writing to enquiry with a detailed response Situation 2</b></p>	<p>Example (<i>Vet assistant</i>) Date: <i>XX/XX</i></p> <p><b>Brief description of enquiry:</b> <i>Client requested details about the health and care of a cat they wanted to adopt</i></p> <p style="text-align: center;"><b>Responding in writing to enquiry with a detailed response Situation 3</b></p>
	<b>Tick off actions as demonstrated</b>		
	<input type="checkbox"/> Responded by way of a: <input type="checkbox"/> email <input type="checkbox"/> notice <input type="checkbox"/> memo <input checked="" type="checkbox"/> letter ✓ <input type="checkbox"/> Method was appropriate for the subject matter and the receiver ✓ <input checked="" type="checkbox"/> Other <i>please specify</i> ✓ <i>e.g. Follow-up from phone call to provide information and brochures in response to enquiry</i>	<input type="checkbox"/> Responded by way of a: <input type="checkbox"/> email <input type="checkbox"/> notice <input type="checkbox"/> memo <input type="checkbox"/> letter <input type="checkbox"/> Method was appropriate for the subject matter and the receiver ✓ <input checked="" type="checkbox"/> Other <i>please specify</i> ✓ <i>e.g. Accident Report Form</i>	<input type="checkbox"/> Responded by way of a: <input checked="" type="checkbox"/> email ✓ <input type="checkbox"/> notice <input type="checkbox"/> memo <input type="checkbox"/> letter <input type="checkbox"/> Method was appropriate for the subject matter and the receiver <input type="checkbox"/> Other <i>please specify</i>

	Giving written information Situation 1	Responding in writing to enquiry with a detailed response Situation 2	Responding in writing to enquiry with a detailed response Situation 3
	Tick off actions as demonstrated		
2. Used suitable language	<input type="checkbox"/> Form of address was appropriate for the situation ✓ <input type="checkbox"/> Form of address was appropriate for the relationship between participants ✓ <input type="checkbox"/> Language was culturally appropriate if applicable ✓ <input type="checkbox"/> Other <i>please specify</i>	<input type="checkbox"/> Form of address was appropriate for the situation ✓ <input type="checkbox"/> Form of address was appropriate for the relationship between participants <input type="checkbox"/> Language was culturally appropriate if applicable ✓ <input type="checkbox"/> Other <i>please specify</i> - e.g. <i>Any information is accurate</i> ✓	<input type="checkbox"/> Form of address was appropriate for the situation ✓ <input type="checkbox"/> Form of address was appropriate for the relationship between participants ✓ <input type="checkbox"/> Language was culturally appropriate if applicable <input type="checkbox"/> Other <i>please specify</i> - e.g. <i>Any technical information is simply explained</i>
3. Responded in way that is suitable for the enquiry	<input type="checkbox"/> Response contains clear, relevant information ✓ <input type="checkbox"/> Asked appropriate questions (e.g. open and closed) to seek feedback and to confirm understanding <input type="checkbox"/> Contact details are included should any further clarification be required to ensure understanding ✓ <input type="checkbox"/> The client is invited to provide any feedback <i>N/A</i> <input type="checkbox"/> Other <i>please specify</i> e.g. <i>Personalised standard letter/ package completed as required (client asked for printed not e-copies)</i>	<input type="checkbox"/> Response contains clear, relevant information ✓ <input type="checkbox"/> Asked appropriate questions (e.g. open and closed) to seek feedback and to confirm understanding <input type="checkbox"/> Contact details are included should any further clarification be required to ensure understanding <i>N/A</i> <input type="checkbox"/> The client is invited to provide any feedback <i>N/A</i> <input type="checkbox"/> Other <i>please specify</i>	<input type="checkbox"/> Response contains clear, relevant information ✓ <input type="checkbox"/> Asked appropriate questions (e.g. open and closed) to seek feedback and to confirm understanding <input type="checkbox"/> Contact details are included should any further clarification be required to ensure understanding ✓ <input type="checkbox"/> The client is invited to provide any feedback ✓ <input type="checkbox"/> Other <i>please specify</i>

	Giving written information Situation 1	Responding in writing to enquiry with a detailed response Situation 2	Responding in writing to enquiry with a detailed response Situation 3
	<b>Tick off actions as demonstrated</b>		
4. Meet organisational requirements ( <i>e.g. may include but is not limited to spelling, punctuation, grammar</i> )	<input type="checkbox"/> This may include but is not limited to meeting organisational requirements in terms of correct: <ul style="list-style-type: none"> <li><input type="checkbox"/> Spelling ✓</li> <li><input type="checkbox"/> Punctuation ✓</li> <li><input type="checkbox"/> Grammar ✓</li> </ul> <input type="checkbox"/> Communication met workplace policy and procedures <input type="checkbox"/> Other <i>please specify</i> ✓ <i>e.g. Ensuring any required brochures are included</i>	<input type="checkbox"/> This may include but is not limited to meeting organisational requirements in terms of correct: <ul style="list-style-type: none"> <li><input type="checkbox"/> Spelling ✓</li> <li><input type="checkbox"/> Punctuation</li> <li><input type="checkbox"/> Grammar</li> </ul> <input type="checkbox"/> Communication met workplace policy and procedures <input type="checkbox"/> Other <i>please specify</i> ✓ <i>e.g. Completing the correct form as/if required</i>	<input type="checkbox"/> This may include but is not limited to meeting organisational requirements in terms of correct: <ul style="list-style-type: none"> <li><input type="checkbox"/> Spelling ✓</li> <li><input type="checkbox"/> Punctuation</li> <li><input type="checkbox"/> Grammar ✓</li> </ul> <input type="checkbox"/> Communication met workplace policy and procedures <input type="checkbox"/> Other <i>please specify</i>
5. Stated and stored any confidential information with responsibility and in accordance with the Privacy Act 1993.	<input type="checkbox"/> Any confidential Information was treated with discretion ✓ <input type="checkbox"/> Any confidential Information was stored in accordance with workplace policies and procedures and the Privacy Act 1993 ✓ <input type="checkbox"/> Other <i>please specify</i>	<input type="checkbox"/> Any confidential Information was treated with discretion ✓ <input type="checkbox"/> Any confidential Information was stored in accordance with workplace policies and procedures and the Privacy Act 1993 ✓ <input type="checkbox"/> Other <i>please specify</i> <i>- e.g. Filing any reports with HR as/if required</i> ✓	<input type="checkbox"/> Any confidential Information was treated with discretion <i>N/A</i> <input type="checkbox"/> Any confidential Information was stored in accordance with workplace policies and procedures and the Privacy Act 1993 <i>N/A</i> <input type="checkbox"/> Other <i>please specify</i>
When this form is completed and signed, it confirms that the person being assessed completed all forms of written communication reviewed in a specified workplace according to workplace requirements, and that they could continue to perform in this way.			
Verifier/Supervisor/Assessor's signature: <i>A. Observer</i>			
Name: <i>Anne Observer</i>		Position/Workplace: <i>Centre Manager</i>	
Date: <i>xx/xx/x</i>			

## Sample written responses

Please provide three (3) examples of your written work, demonstrating how you have given information and responded in detail to enquiries.

### *Email enquiry received*

Adoption - cat 21

cats@vetpac.cpo.nz

Adoption - cat 21

In the local paper I saw a male cat I would consider adopting – cat number 21.

As the cat is 8 years old already I would like to know the condition of his health and what care he will need before I proceed.

Ta Mrs X

### *Initial response written by the person being assessed.*

Adoption - cat 21

cats@vetpac.cpo.nz

Adoption - cat 21

*Dear Mrs X*

*Thank you for your interest in adopting a cat. I will review the admission records and consult with a vet about the cat's health and get back to you before the end of the week.*

*Kind regards*

*Anna Learner*

*Vet Assistant*

*Tel XXX XXX*

**Response re cat health and care written by the person being assessed.**

Adoption - cat 21

catlovers@gmail.com

Adoption - cat 21

*Dear Mrs X*

*I am pleased to report the cat you want to adopt is in reasonably good health. He has had some teeth removed due to plaque build-up. His ongoing dental health can be managed by feeding a dental specific dried cat food.*

*The cat will need to be vaccinated and checked periodically but we will remind you. This cat has already had his initial vaccinations, is neutered and has been treated for fleas and worms.*

*We can lend you a cat cage to take your cat home and will spend time with you to ensure you are clear about how to handle your pet. Please confirm your adoption by email if you plan to go ahead and advise when you can collect him (anytime between 8am and 5pm daily).*

*Kind regards  
Anna Learner  
Vet Assistant  
Tel XXX XXX*

**Email confirmation of adoption received**

Adoption - cat 21

cats@vetpac.cpo.nz

Adoption - cat 21

Hi Anna

Thanks for all your help. What a relief my boy is in good nick! I will come in tomorrow at 2pm to pick him up.

All good I have a cage – see you soon.

Mrs X