



NZQA Assessment Support Material – Learner Guidelines

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

Vocational pathways	Social and Community Services
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Guidelines to help achieve this standard

Introduction

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

A *specified workplace* means the actual workplace in which you are either employed or on work experience.

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).

The evidence for this activity could be collected from any context that involves responding to enquiries, based on activities from your actual performance in a specified workplace where you give information and respond to enquiries orally and in writing.

A *written response* relevant to this standard refers to an email, task, description, notice, memo or letter that you have produced.

AWARD OF CREDIT - ASSESSMENT EVIDENCE

This assessment requires you to show that you can communicate information and respond to enquiries from clients in a specified workplace as required.

You will have to:

- Give 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.
- 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 required a *detailed* response.



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.

Responding to enquiries with a *detailed* response usually requires more than one (1) interaction or exchange of information.

For your assessment, you will need evidence of your performance. This could be through:



- a video of all of your performance, or
- a video of part of your performance and/or direct verified observation (including the completed observation record sheet) by your tutor, workplace supervisor or a qualified assessor, and
- copies of your written communications and completed written review record.

Client feedback may also be used as supplementary evidence.

CONDITIONS OF ASSESSMENT



You must be assessed against this unit standard in a specified workplace – the actual workplace in which you are employed or on work experience. Assessment must be based on evidence of demonstrated and repeatable performance in a real situation in your workplace.

In the absence of video evidence, a verifier's checklist is acceptable if accompanied by evidence that includes examples from your performance.



The person who verifies your work must be someone in a role with appropriate responsibility to confirm your performance meets the standard (e.g. a supervisor who works with you regularly). Asking your work mate to carry out the verifier role is not acceptable.

The verifier must have appropriate opportunities to observe your actual performance and must accept the responsibility to confirm you have met the required level of performance.

The following pages can be used to record your performance.

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.

Name:	Type of workplace: <i>e.g. aged care home, pharmacy, veterinary clinic</i>	Role: <i>e.g. aged care assistant, pharmacy assistant, veterinary clinic receptionist</i>	
The person being assessed has:			
1. Used suitable language	Date: Brief description of what information was given: Giving information orally Situation 1	Date: Brief description of enquiry: Responding orally to enquiry with a detailed response Situation 2	Date: Brief description of enquiry: Responding orally to enquiry with a detailed response Situation 3
	Tick off actions as demonstrated		
	<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 <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"/> Tone of voice and language used was appropriate <input type="checkbox"/> Language was culturally appropriate <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"/> Tone of voice and language used was appropriate <input type="checkbox"/> Language was culturally appropriate <input type="checkbox"/> Other <i>please specify</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	Tick off actions as demonstrated		
	<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 <i>please specify</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 <i>please specify</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 <i>please specify</i>
3. Sought feedback from the client to ensure the information is understood.	Tick off actions as demonstrated		
	<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 <i>please specify</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 <i>please specify</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 <i>please specify</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
4. Treated any confidential information in accordance with the Privacy Act 1993.	Tick off actions as demonstrated		
	<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"/> Communication met workplace policy and procedures <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"/> Communication met workplace policy and procedures <input type="checkbox"/> Other <i>please specify</i>	<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"/> Communication met workplace policy and procedures <input type="checkbox"/> Other <i>please specify</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:			
Name:	Position/Workplace:		
Date:			

Written Review Record

To be completed by the Verifier, Supervisor or Assessor as they review the written communication produced by the person being assessed – giving information and detailed responses to written enquiries in a specified workplace. What is observed through this written record review must be specified and ticked off for each situation to confirm the actual performance.

The inclusions are examples, not model answers.

Name:	Type of workplace: <i>e.g. aged care home, pharmacy, veterinary assistant</i>	Role: <i>e.g. aged care assistant, pharmacy assistant, veterinary clinic receptionist</i>	
The person being assessed has:			
1. Responded using a suitable method and a style of presentation that was appropriate for the subject matter and the receiver.	Example (Aged care assistant) Date: Brief description of information requested: <p style="text-align: center;">Giving written information Situation 1</p>	Example (Aged care assistant) Date: Brief description of enquiry: <p style="text-align: center;">Responding in writing to enquiry with a detailed response Situation 2</p>	Example (Veterinary assistant) Date: Brief description of enquiry: <p style="text-align: center;">Responding in writing to enquiry with a detailed response Situation 3</p>
	Tick off actions as demonstrated		
	<input type="checkbox"/> Given written information by way of a: - email - notice - memo - letter <input type="checkbox"/> Method was appropriate for the subject matter and the receiver <input type="checkbox"/> Other <i>please specify</i>	<input type="checkbox"/> Responded to enquiry by way of a: - email - notice - memo - letter <input type="checkbox"/> Method was appropriate for the subject matter and the receiver <input type="checkbox"/> Other <i>please specify</i>	<input type="checkbox"/> Responded to enquiry by way of a: - email - notice - memo - 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>	<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>
3. Responded in a 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 <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>	<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
	Tick off actions as demonstrated		
4. Met organisational requirements for the specified workplace	<input type="checkbox"/> This may include but is not limited to meeting organisational requirements in terms of correct: <ul style="list-style-type: none"> - Spelling - Punctuation - Grammar <input type="checkbox"/> Communication met workplace policy and procedures <input type="checkbox"/> Other <i>please specify</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"> - Spelling - Punctuation - Grammar <input type="checkbox"/> Communication met workplace policy and procedures <input type="checkbox"/> Other <i>please specify</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"> - Spelling - Punctuation - Grammar <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>	<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>
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:			
Name:		Position/Workplace:	
Date:			

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