



NZQA Assessment Support Material – Learner Guidelines

Unit standard	9677				
Title	Communicate in a team or group which has an objective				
Level	2	Credits	3	Version	10

Vocational pathways	Construction and Infrastructure
----------------------------	---------------------------------

Guidelines to help achieve this standard

Introduction

Unit standard 9677, *Communicate in a team or group which has an objective*, is about communicating with other people in a team or group, as you work towards an objective under direction or supervision.

While the unit standard does not actually require a construction or infrastructure context, it is likely the context will be relevant to your vocational pathway (VP).

Objectives relevant to this standard could be stand-alone or part of a bigger stream of work. They could be real objectives in real life contexts (possibly in a workplace) or objectives in a situation made-up just for your assessment – but must still be equivalent to a real-life one. In both cases you will need to comply with all relevant health and safety and other requirements of the context.

The context for your team or group's objective could be part of any context like:

- Applying road markings on a particular section of highway
- Setting up or dismantling scaffolding
- Shifting goods from one place to another (e.g. unloading a truck)
- Managing on-site health and safety to reduce risk in a workplace
- Building a removable house on a building course
- Arranging the staff Christmas party
- Or any specific result that involves you communicating with others to achieve.

AWARD OF CREDIT - ASSESSMENT EVIDENCE

This assessment requires you to show that you can communicate effectively within a team or group which has an agreed objective. The focus is more on your communication skills than on achieving the objective: i.e. you need to demonstrate your communication skills but the team doesn't necessarily have to achieve the objective.

You will have to, under direction or supervision:



- identify the purpose of the team or group and your own contribution in terms of the objective
- communicate (information, ideas and/or opinions) and respond to others effectively and respectfully (as appropriate to the context you are working in)
- use questions to clarify and obtain information from other team or group members
- contribute effectively towards the objective.

While the objective should be generally agreed to be achievable, meeting the team or group objective is not a requirement for award of credit.

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 teacher/tutor or workplace supervisor/verifier, and/or a qualified assessor, when accompanied by evidence /examples from your performance, which can be supported by feedback from your team or group colleagues (however asking your colleagues to actually assess you is not acceptable).
- The following pages can be used to record your performance.

CONDITIONS OF ASSESSMENT



You must be assessed against this unit standard in a real-life context using naturally occurring evidence or in simulated conditions that demand performance equivalent to that required in the real-life context. In the absence of video evidence, a verifier's checklist is acceptable if accompanied by evidence that includes examples from your performance.



It is important the person who verifies your work must be someone in a supervisory role who works with you regularly or is your tutor. Asking your work or classmate to carry out the verifier role is not acceptable.

The verifier must have the appropriate opportunity and responsibility to be able to observe you and confirm how you perform. This is what is meant when a *Verifier/Supervisor's* sign off is required.



The '**Assessor**' is the person who reviews all the evidence or documentation you submit as a whole and makes the final decision about whether you should be awarded credit. Sometimes an assessor is registered with an Industry Training Organisation or may be your tutor but they will have suitable qualifications and experience to carry out this role.



The measures that your performance is to be observed or reviewed against are set out in a checklist which allows for '**Verification**' to be carried out on site where your assessor may not be present.

The following pages can be used to record your performance.

This page may be used as part of your evidence for assessment. You may also do this verbally and have your observer confirm that you have accurately identified the purpose and objective of the team or group, and outlined your own expected contribution.

PURPOSE AND ROLE/CONTRIBUTION SHEET

Your name:

1. Identify briefly the purpose of the team or group and of the objective.

2. Briefly describe what you are expected to contribute towards meeting the objective.

The person being assessed has accurately identified the purpose/objective of the team or group and outlined their own expected role/contribution.

Verifier/Supervisor/Assessor's signature:

Date:

OBSERVATION RECORD

To be completed by the Verifier, Supervisor or Assessor as they observe the learner's performance. Where there is no video evidence, supporting examples are required for at least two of the four criteria. The supporting example need not be a verbatim record or even a lengthy summary - just enough to confirm the actual performance with some further illustrating detail.

Name:	✓	Supporting evidence (if no video evidence)
The person being assessed has:		
1. Accurately identified the purpose and objective of the team or group and outlined their own expected contribution.		
2. Communicated information, ideas and/or opinions, and responded to others' communication, effectively and respectfully.		
3. Asked appropriate questions to clarify and obtain information from other team or group members.		
4. Effectively contributed to the team or group's objective in accordance with the practices and requirements of the real-life context or the situation made up for the assessment.		
When this form is completed and signed, it confirms that the person being assessed has communicated effectively in a team or group with an objective, in a real-life context (or equivalent simulated conditions) according to real-life requirements - and that they could continue to perform in this way.		
Verifier/Supervisor/Assessor's signature:		
Name:	Position/Workplace:	
Date:		

TEAM OR GROUP MEMBER FEEDBACK (optional)

Can be completed by team or group member(s) **to support their colleague's communication** as they worked towards meeting the agreed objective.

Team or group member(s) should complete the supporting evidence column to give an example of the required performance and/or explain why they believe the learner has satisfied the evidence requirements.

I/we can confirm that [Insert name]	✓	Supporting evidence
<ul style="list-style-type: none"> has contributed information, ideas and/or opinions, and responded to others' communication, effectively and respectfully. i.e. in accordance with the practices and requirements of the real-life context or the situation made up for your assessment. 		e.g.
<ul style="list-style-type: none"> has asked appropriate questions to clarify and obtain information from other team or group members. 		e.g.
<ul style="list-style-type: none"> has effectively contributed to the team or group's objective in accordance with the practices and requirements of the real-life context or the situation made up for your assessment. 		e.g.
<p>When this form is completed and signed, it confirms that, in the opinion of other team or group member/s, that the person being assessed has communicated effectively in a team or group with an objective, in a real-life context (or equivalent simulated conditions) according to real-life requirements - and could continue to perform in this way.</p>		
<p>Signature of colleague(s) (team or group member/s)</p>		
<p>Name of colleague(s) (team or group member/s): Position / Workplace:</p>		
<p>Date:</p>		