

Assessment Tools (Student)

MSMSUP102 — Communicate in the workplace

RTO	[RTO name]
Training package	Manufacturing Training Package
Unit release	2 (current)
Delivery mode	in person
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Student cover sheet

Student name	
Student ID	
Unit	MSMSUP102 — Communicate in the workplace
RTO	[RTO name]
Date submitted	

Assessment authenticity declaration

I declare that the work submitted for this assessment is my own, that I have not plagiarised the work of others, and that I have not received or given unauthorised assistance. I understand that my assessor may ask questions to confirm the authenticity of my evidence, and that submitting work that is not my own may result in a Not Yet Satisfactory outcome and further action under the RTO's academic-integrity policy.

Student signature:

Signature · Date

Third-party / supervisor verification

Parts of this assessment rely on supervisor-verified (third-party) evidence — for example workplace or placement checklists and reports completed and signed by your supervisor. Ensure your supervisor completes and signs the relevant sections; your assessor will authenticate third-party evidence in line with the RTO's evidence-authentication procedure before it is accepted.

Assessment tasks

E1 Knowledge Questions — Receiving and relaying messages (knowledge questions)

You work at the simulated processing plant. Answer each question in writing in your own words. Where a question asks you to apply plant procedures, refer to the plant's telephone/communication protocols and record-keeping practices.

1. List three sources of information you would use in the processing plant to verify or complete a message, and explain when each source is the right one to use.

2. Describe the communication equipment used to receive and relay a message in the plant, and explain how the plant's telephone and communication protocols govern its correct use.

3. Explain why messages must be accurately recorded and relayed within designated timelines, and describe how the plant's documentation and record-keeping procedures support this.

4. Explain / describe: organisation procedures, including:

E1 Observation — Receive, record and relay a message (observation)

In the simulated processing plant, you will receive a spoken message (delivered by the assessor acting as a supervisor or colleague, e.g. a shift-change instruction or equipment fault report). Listen attentively, ask questions to confirm you have understood, record the message on the plant message pad, and relay it accurately to the correct person/section within the stated timeframe.

Task to be observed	Satisfactory (S)	Not yet
Receive the message: listen attentively and ask questions to confirm understanding before acting.	☐	☐
Record the message accurately on the plant message form.	☐	☐
Relay the message accurately to the appropriate person/section within the designated timeline.	☐	☐

E2 Knowledge Questions — Interpreting messages (knowledge questions)

Answer in writing, applying the plant context. Show how you interpret messages and deal with communication difficulties.

1. Explain the meaning of three workplace codes, numbers, symbols, signs or colours typically used in a processing plant, and describe what action each requires of you.

2. Describe two communication problems relevant to your role and, for each, the corrective action you would take. Include when you would escalate the problem.

3. Explain the challenges of communicating with people from culturally and linguistically diverse (CALD) backgrounds in the plant, and describe two strategies you could use to improve understanding.

E2 Observation — Interpret a message and act (observation)

In the simulated plant, you will receive a message that is unclear or incomplete (delivered by the assessor). You must clarify it, then take the correct action or escalate, and respond appropriately to the communication problem.

Task to be observed	Satisfactory (S)	Not yet
Clarify the message where it is unclear or incomplete.	☐	☐
Take appropriate action based on the interpreted message.	☐	☐
Respond to the communication problem encountered.	☐	☐

E3 Knowledge Questions — Responding to requests for information (knowledge questions)

Answer in writing, using the plant context. Focus on locating information and communicating it appropriately.

1. For a request for information in the plant, explain how you would identify and access the appropriate source, and give an example source for two different kinds of request.

2. Explain the workplace expectations for acceptable language and tone when responding to a request — including formality, courteousness, avoiding swearing, and respect for diversity — and why they matter.

3. Explain how you would tailor the way you relay information so it suits the receiver, giving one verbal and one written example.

E3 Observation — Respond to a request for information (observation)

In the simulated plant, the assessor (as a colleague or supervisor) will make a request for information. Acknowledge and clarify the request, access the information from the appropriate source, and relay it clearly and concisely, verbally and/or in writing, in a manner suited to the receiver and following procedures.

Task to be observed	Satisfactory (S)	Not yet
Acknowledge the request and clarify your understanding of what is needed.	☐	☐
Access the required information from an appropriate source.	☐	☐
Relay the information using clear and concise language, appropriate for the receiver and in accordance with procedures.	☐	☐

E4 Knowledge Questions — Completing workplace forms (knowledge questions)

Answer in writing, using the plant's forms and record-keeping procedures.

1. Describe three types of workplace documentation used in the plant, their purpose, and explain why accurate completion is important.

2. Explain the plant's documentation and record-keeping procedures for completing and submitting a form — including how you know which form to use and where/how to submit it.

E4 Observation — Complete and submit a workplace form (observation)

In the simulated plant you will be given a scenario requiring a workplace form (e.g. recording a message, logging a shift note, or a maintenance request). Select the correct form, assemble the required information, complete the form legibly and accurately, and submit it according to plant procedure.

Task to be observed	Satisfactory (S)	Not yet
Select the appropriate form for the scenario.	☐	☐
Assemble the information required for the form.	☐	☐

Task to be observed	Satisfactory (S)	Not yet
Complete the workplace form legibly and accurately.	☐	☐
Submit the completed form according to plant procedure.	☐	☐

Assessment conditions

This assessment must be completed under the following conditions, as specified by the unit of competency:

- use of suitable facilities, equipment and resources, including:
 - workplace documentation and/or information
 - workplace forms.