

Assessor Guide / Instructions for Assessment

MSMSUP102 — Communicate in the workplace

RTO	[RTO name]
Training package	Manufacturing Training Package
Unit release	2 (current)
Delivery mode	in person
Document	Assessor Guide · version 1.0 · review by [review date]

1. Purpose and unit context

This guide instructs assessors in conducting assessment for **MSMSUP102 — Communicate in the workplace**. It should be read alongside the Assessment Tools (student), the Marking Guide (assessor) and the unit of competency.

This unit describes the skills and knowledge required to receive, relay and record written and oral messages and to provide relevant information in response to requests within timelines. This unit applies to personnel who are required to communicate clearly and accurately to record messages, seek clarification, access needed information, relay information to other people and complete workplace documentation. This unit applies to all work environments. No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must also be applied.

2. Assessment conditions

The following conditions are mandated by the unit and must be met for the assessment to be valid:

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

Additional conditions	None beyond the unit-specified conditions.
Simulated environment	[describe how the simulation reflects the workplace]
Third-party evidence	Third-party reports: used — supervisor-verified placement evidence (see the Assessment Tools); authenticate per the RTO's evidence-authentication procedure.

3. Assessor credentials and currency

Assessors hold the current TAE assessor credential, demonstrated vocational competency at least to the level being assessed, and maintain current industry skills and knowledge. [to be completed by RTO]

4. Evidence to be gathered

Assessors must gather sufficient evidence covering **3** performance-evidence requirement(s) and **8** knowledge-evidence requirement(s).

Performance evidence

- received, recorded and relayed messages, including:
 - listening attentively and asking questions to confirm understanding
- responded to at least one request for information in accordance with procedures, including:
 - using clear and concise language in both verbal and written communication
- completed workplace forms legibly and accurately

Knowledge evidence

- sources of information
- communication equipment
- organisation procedures, including:
 - telephone and communications protocols and/or procedures
 - documentation and record keeping
- types and meaning of workplace codes, numbers, symbols, signs and colours typically used in the work environment
- types, purpose and importance of workplace documentation
- workplace expectations for acceptable language and tone, including swearing, level of formality, courteousness and respect for diversity
- challenges in communicating with people from culturally and linguistically diverse (CALD) backgrounds in the workplace and possible strategies
- communication problems and corrective actions relevant to own role

5. Conducting the assessment

1. Confirm the student's identity and readiness, and review the authenticity declaration.
2. Explain each task, the conditions, and the reasonable-adjustment options before beginning.
3. Administer **E1 Knowledge Questions — Receiving and relaying messages** (knowledge questions, E1) and gather the evidence.
4. Observe and assess **E1 Observation — Receive, record and relay a message** (observation, E1) and gather the evidence.
5. Administer **E2 Knowledge Questions — Interpreting messages** (knowledge questions, E2) and gather the evidence.
6. Observe and assess **E2 Observation — Interpret a message and act** (observation, E2) and gather the evidence.
7. Administer **E3 Knowledge Questions — Responding to requests for information** (knowledge questions, E3) and gather the evidence.
8. Observe and assess **E3 Observation — Respond to a request for information** (observation, E3) and gather the evidence.
9. Administer **E4 Knowledge Questions — Completing workplace forms** (knowledge questions, E4) and gather the evidence.

10. Observe and assess **E4 Observation — Complete and submit a workplace form** (observation, E4) and gather the evidence.
11. Record outcomes against the Marking Guide and provide feedback to the student.

6. Making the assessment decision

Apply the **principles of assessment** — validity, reliability, flexibility and fairness — and the **rules of evidence** — evidence must be valid, sufficient, authentic and current. Judge each item Satisfactory or Not Yet Satisfactory; the unit is Competent only when all activities — including observation — are Satisfactory under the assessment conditions.

7. Reasonable adjustment

Adjust the way evidence is gathered (not the competency standard) to meet individual learner needs, and record any adjustments made. [to be completed by RTO]

8. Recording and appeals

Recording outcomes	[record S/NYS per item and the overall C/NYC judgement in the RTO's student management system — to be completed by RTO]
Reassessment	[RTO reassessment policy — to be completed by RTO]
Appeals	[RTO complaints and appeals process — to be completed by RTO]