

Assessment Mapping Matrix

MSMSUP102 — Communicate in the workplace

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

Coverage verdict

Requirements mapped	27
Assessed (direct item-level citation)	25 / 27
Asserted — confirm at validation	2 (not counted as assessed)
Gaps	0 — no unmapped requirements, but 2 of 27 lack direct assessment evidence (inherited or asserted only — see below)
Status	PARTIAL — 2 requirement(s) lack direct assessment evidence; confirm at validation

This matrix demonstrates coverage of the unit of competency against the learning content and assessment evidence generated for delivery. Learning content (storyboard slides) and assessment evidence are shown in separate columns; only assessment tasks that exist in the assessment package are cited. Sentinel assertions (e.g. delivery-context claims) are listed under "Asserted — confirm at validation" and are never counted as assessment evidence. It must be confirmed at validation (see the Assessment Validation Record) before the tools are used for a live assessment judgement.

Requirement-by-requirement mapping

PC — Performance Criteria (13)

Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
1.1	Receive message and confirm understanding	• M-E1-S2 (learning content) • M-E1-S5 (learning content) • M-E1-S6 (learning content)	• E1-WQ1 • E1-WQ2 • E1-OBS1 (observation) • E1-Q1 (knowledge question) • E1-Q2 (knowledge question) • E1-Q3 (knowledge question) • E1-Q4 (knowledge question) • E1-Q5 (knowledge question)	—
1.2	Accurately record the message	• M-E1-S3 (learning content) • M-E1-S5 (learning content) • M-E1-S6 (learning content)	• E1-WQ3 • E1-OBS2 (observation) • E1-Q5 (knowledge question) • E1-Q6 (knowledge question) • E1-Q7 (knowledge question) • E1-Q8 (knowledge question) • E1-Q9 (knowledge question) • E1-Q10 (knowledge question)	—

Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
1.3	Relay message accurately to appropriate person or section within designated timelines	• M-E1-S4 (learning content) • M-E1-S5 (learning content) • M-E1-S6 (learning content)	• E1-WQ2 • E1-WQ3 • E1-OBS3 (observation) • E1-Q11 (knowledge question) • E1-Q12 (knowledge question) • E1-Q13 (knowledge question) • E1-Q14 (knowledge question)	—
2.1	Clarify message if necessary	• E2-S2 (learning content) • E2-S5 (learning content) • E2-S6 (learning content)	• E2-WQ1 • E2-WQ3 • E2-OBS1 (observation) • E2-Q1 (knowledge question) • E2-Q2 (knowledge question) • E2-Q3 (knowledge question) • E2-Q4 (knowledge question) • E2-Q5 (knowledge question) • E2-Q13 (knowledge question)	—

Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
2.2	Take appropriate action	• E2-S3 (learning content) • E2-S5 (learning content) • E2-S6 (learning content)	• E2-WQ1 • E2-OBS2 (observation) • E2-Q4 (knowledge question) • E2-Q5 (knowledge question) • E2-Q6 (knowledge question) • E2-Q7 (knowledge question) • E2-Q8 (knowledge question) • E2-Q14 (knowledge question)	—
2.3	Respond to communication problems	• E2-S4 (learning content) • E2-S5 (learning content) • E2-S6 (learning content)	• E2-WQ2 • E2-WQ3 • E2-OBS3 (observation) • E2-Q9 (knowledge question) • E2-Q10 (knowledge question) • E2-Q11 (knowledge question) • E2-Q12 (knowledge question)	—

Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
3.1	Acknowledge the request for information and clarify understanding	• M-E3-S2 (learning content) • M-E3-S5 (learning content) • M-E3-S6 (learning content)	• E3-WQ3 • E3-OBS1 (observation) • E3-Q1 (knowledge question) • E3-Q2 (knowledge question) • E3-Q3 (knowledge question) • E3-Q4 (knowledge question) • E3-Q14 (knowledge question)	—
3.2	Access information from appropriate sources	• M-E3-S3 (learning content) • M-E3-S5 (learning content) • M-E3-S6 (learning content)	• E3-WQ1 • E3-OBS2 (observation) • E3-Q5 (knowledge question) • E3-Q6 (knowledge question) • E3-Q7 (knowledge question) • E3-Q8 (knowledge question) • E3-Q12 (knowledge question) • E3-Q14 (knowledge question)	—

Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
3.3	Relay information to appropriate person or section in a manner appropriate for the receiver	• M-E3-S4 (learning content) • M-E3-S5 (learning content) • M-E3-S6 (learning content)	• E3-WQ2 • E3-WQ3 • E3-OBS3 (observation) • E3-Q9 (knowledge question) • E3-Q10 (knowledge question) • E3-Q11 (knowledge question) • E3-Q12 (knowledge question) • E3-Q13 (knowledge question) • E3-Q14 (knowledge question)	—
4.1	Select appropriate form	• E4-S2 (learning content) • E4-S6 (learning content) • E4-S7 (learning content)	• E4-WQ1 • E4-WQ2 • E4-OBS1 (observation) • E4-Q1 (knowledge question) • E4-Q2 (knowledge question) • E4-Q3 (knowledge question) • E4-Q16 (knowledge question)	—

Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
4.2	Assemble information required for form	• E4-S3 (learning content) • E4-S6 (learning content) • E4-S7 (learning content)	• E4-OBS2 (observation) • E4-Q4 (knowledge question) • E4-Q5 (knowledge question) • E4-Q6 (knowledge question)	—
4.3	Complete workplace form	• E4-S4 (learning content) • E4-S6 (learning content) • E4-S7 (learning content)	• E4-OBS3 (observation) • E4-Q7 (knowledge question) • E4-Q8 (knowledge question) • E4-Q9 (knowledge question) • E4-Q10 (knowledge question) • E4-Q14 (knowledge question)	—
4.4	Submit workplace form	• E4-S5 (learning content) • E4-S6 (learning content) • E4-S7 (learning content)	• E4-WQ2 • E4-OBS4 (observation) • E4-Q11 (knowledge question) • E4-Q12 (knowledge question) • E4-Q13 (knowledge question) • E4-Q15 (knowledge question) • E4-Q16 (knowledge question)	—

PE — Performance Evidence (3)

Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
PE1.1	received, recorded and relayed messages, including — listening attentively and asking questions to confirm understanding	— not taught —	• E1-OBS1 (observation) • E2-OBS1 (observation) • E2-OBS3 (observation) • E1-OBS2 (observation) • E1-OBS3 (observation) • E2-OBS2 (observation)	—
PE2.1	responded to at least one request for information in accordance with procedures, including — using clear and concise language in both verbal and written communication	— not taught —	• E3-WQ2 • E3-WQ3 • E3-OBS3 (observation) • E3-OBS1 (observation) • E3-OBS2 (observation)	—
PE3	completed workplace forms legibly and accurately	— not taught —	• E4-OBS1 (observation) • E4-OBS2 (observation) • E4-OBS3 (observation) • E4-OBS4 (observation)	—

KE — Knowledge Evidence (9)

Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
KE1	sources of information	• M-E1-S1 (learning content) • M-E1-S2 (learning content) • M-E1-S3 (learning content) • M-E1-S4 (learning content) • M-E1-S5 (learning content) • M-E1-S6 (learning content) • E4-S2 (learning content) • E4-S3 (learning content) • E4-S6 (learning content) • E4-S7 (learning content)	• E1-WQ1 • E3-WQ1 • E1-Q2 (knowledge question) • E1-Q12 (knowledge question) • E4-Q3 (knowledge question) • E4-Q4 (knowledge question) • E4-Q5 (knowledge question) • E4-Q16 (knowledge question)	—

Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
KE2	communication equipment	• M-E1-S1 (learning content) • M-E1-S2 (learning content) • M-E1-S3 (learning content) • M-E1-S4 (learning content) • M-E1-S5 (learning content) • M-E1-S6 (learning content) • E4-S1 (learning content) • E4-S3 (learning content) • E4-S5 (learning content) • E4-S6 (learning content) • E4-S7 (learning content)	• E1-WQ2 • E3-WQ3 • E1-Q1 (knowledge question) • E1-Q5 (knowledge question) • E4-Q4 (knowledge question) • E4-Q6 (knowledge question) • E4-Q11 (knowledge question) • E4-Q15 (knowledge question)	—

Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
KE3.1	organisation procedures, including — telephone and communications protocols and/or procedures	• M-E1-S1 (learning content) • M-E1-S2 (learning content) • M-E1-S3 (learning content) • M-E1-S4 (learning content) • M-E1-S5 (learning content) • M-E1-S6 (learning content) • E4-S1 (learning content) • E4-S2 (learning content) • E4-S3 (learning content) • E4-S4 (learning content) • E4-S5 (learning content) • E4-S6 (learning content) • E4-S7 (learning content)	• E1-WQ2 • E1-Q1 (knowledge question) • E1-Q3 (knowledge question) • E1-Q4 (knowledge question) • E1-Q5 (knowledge question) • E1-Q11 (knowledge question) • E1-Q12 (knowledge question) • E1-Q13 (knowledge question) • E1-Q14 (knowledge question) • E4-Q6 (knowledge question) • E4-Q11 (knowledge question) • E4-Q13 (knowledge question) • E4-Q15 (knowledge question) • E1-WQ-KE3	—

Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
KE3.2	organisation procedures, including — documentation and record keeping	• M-E1-S1 (learning content) • M-E1-S2 (learning content) • M-E1-S3 (learning content) • M-E1-S4 (learning content) • M-E1-S5 (learning content) • M-E1-S6 (learning content) • E4-S1 (learning content) • E4-S2 (learning content) • E4-S3 (learning content) • E4-S4 (learning content) • E4-S5 (learning content) • E4-S6 (learning content) • E4-S7 (learning content)	• E1-WQ3 • E4-WQ2 • E1-Q5 (knowledge question) • E1-Q6 (knowledge question) • E1-Q7 (knowledge question) • E1-Q8 (knowledge question) • E1-Q9 (knowledge question) • E1-Q10 (knowledge question) • E1-Q11 (knowledge question) • E1-Q13 (knowledge question) • E4-Q1 (knowledge question) • E4-Q3 (knowledge question) • E4-Q6 (knowledge question) • E4-Q8 (knowledge question) • E4-Q11 (knowledge question) • E4-Q12 (knowledge question) • E4-Q16 (knowledge question) • E1-WQ-KE3	—

Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
KE4	types and meaning of workplace codes, numbers, symbols, signs and colours typically used in the work environment	• E2-S2 (learning content) • E2-S3 (learning content) • E2-S5 (learning content) • E2-S6 (learning content) • E4-S1 (learning content) • E4-S2 (learning content) • E4-S4 (learning content) • E4-S6 (learning content) • E4-S7 (learning content)	• E2-WQ1 • E2-Q1 (knowledge question) • E2-Q3 (knowledge question) • E2-Q5 (knowledge question) • E2-Q13 (knowledge question) • E2-Q14 (knowledge question) • E4-Q3 (knowledge question) • E4-Q7 (knowledge question) • E4-Q9 (knowledge question) • E4-Q14 (knowledge question)	—

KE5	types, purpose and importance of workplace documentation	• E2-S2 (learning content) • E2-S3 (learning content) • E2-S4 (learning content) • E2-S5 (learning content) • E2-S6 (learning content) • E4-S1 (learning content) • E4-S2 (learning content) • E4-S3 (learning content) • E4-S4 (learning content) • E4-S5 (learning content) • E4-S6 (learning content) • E4-S7 (learning content)	• E1-WQ3 • E4-WQ1 • E2-Q3 (knowledge question) • E2-Q4 (knowledge question) • E2-Q5 (knowledge question) • E2-Q6 (knowledge question) • E2-Q7 (knowledge question) • E2-Q8 (knowledge question) • E2-Q9 (knowledge question) • E2-Q10 (knowledge question) • E2-Q12 (knowledge question) • E4-Q1 (knowledge question) • E4-Q2 (knowledge question) • E4-Q5 (knowledge question) • E4-Q7 (knowledge question) • E4-Q8 (knowledge question) • E4-Q11 (knowledge question) • E4-Q12 (knowledge question)	—
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Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
			• E4-Q14 (knowledge question)	
KE6	workplace expectations for acceptable language and tone, including swearing, level of formality, courteousness and respect for diversity	• E2-S2 (learning content) • E2-S4 (learning content) • E2-S5 (learning content) • E2-S6 (learning content) • E4-S4 (learning content) • E4-S5 (learning content) • E4-S6 (learning content) • E4-S7 (learning content)	• E3-WQ2 • E2-Q1 (knowledge question) • E2-Q2 (knowledge question) • E2-Q9 (knowledge question) • E2-Q10 (knowledge question) • E2-Q11 (knowledge question) • E2-Q12 (knowledge question) • E4-Q9 (knowledge question) • E4-Q10 (knowledge question)	—

Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
KE7	challenges in communicating with people from culturally and linguistically diverse (CALD) backgrounds in the workplace and possible strategies	• M-E3-S2 (learning content) • M-E3-S4 (learning content) • M-E3-S5 (learning content) • M-E3-S6 (learning content) • E4-S4 (learning content) • E4-S6 (learning content) • E4-S7 (learning content)	• E2-WQ3 • E3-Q3 (knowledge question) • E3-Q10 (knowledge question) • E3-Q13 (knowledge question) • E4-Q10 (knowledge question)	—

KE8	communication problems and corrective actions relevant to own role	• M-E3-S2 (learning content) • M-E3-S3 (learning content) • M-E3-S4 (learning content) • M-E3-S5 (learning content) • M-E3-S6 (learning content) • E4-S2 (learning content) • E4-S3 (learning content) • E4-S4 (learning content) • E4-S5 (learning content) • E4-S6 (learning content) • E4-S7 (learning content)	• E2-WQ2 • E3-Q1 (knowledge question) • E3-Q2 (knowledge question) • E3-Q4 (knowledge question) • E3-Q5 (knowledge question) • E3-Q6 (knowledge question) • E3-Q7 (knowledge question) • E3-Q8 (knowledge question) • E3-Q9 (knowledge question) • E3-Q10 (knowledge question) • E3-Q11 (knowledge question) • E3-Q12 (knowledge question) • E3-Q14 (knowledge question) • E4-Q3 (knowledge question) • E4-Q7 (knowledge question) • E4-Q8 (knowledge question) • E4-Q10 (knowledge question) • E4-Q12 (knowledge question)	—
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Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
			• E4-Q13 (knowledge question) • E4-Q15 (knowledge question)	

AC — Assessment Conditions (2)

Code	Requirement	Learning content	Assessment evidence	Asserted — confirm at validation
AC1.1	use of suitable facilities, equipment and resources, including — workplace documentation and/or information	— not taught —	— NO ASSESSMENT MAPPED —	• to be confirmed by RTO
AC1.2	use of suitable facilities, equipment and resources, including — workplace forms.	— not taught —	— NO ASSESSMENT MAPPED —	• to be confirmed by RTO