

Question Bank (answers marked)

MSMSUP102 — Communicate in the workplace

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The complete self-marking question bank generated for this unit (66 questions), with correct answers marked and each question's mapped performance criteria / knowledge evidence shown. The same bank ships as a Moodle-importable file; this document is the human-readable record for validation and audit.

Answers are shown — assessor/validation copy. Do not distribute to learners.

E1 — Receive and relay messages

Q1 · Multiple choice · E1-Q1 Confirming an unclear radio message

PC 1.1, KE KE2, KE KE3.1

You receive a radio message about a possible product spill near a walkway, but the transmission is broken and you cannot hear the exact location. What is the best next action?

- ✓ **Ask for a repeat, then read back the location and action.**
- Assume the spill is at the most common spill point and report that as the confirmed location.
- Wait until the next shift handover so the sender can clarify the location in the logbook.
- Relay only the words you partly heard and let the next person decide what they mean.

Feedback: In noisy or unclear conditions, confirm understanding before acting. Safety-critical details such as location, hazard and required action must be checked immediately using the correct communication protocol.

Q2 · Multiple choice (multiple answers) · E1-Q2 Recognising workplace information sources

PC 1.1, KE KE1

Which of the following are valid workplace sources of information that may need to be received, checked, recorded or relayed? Select all that apply.

- ✓ **A supervisor giving an instruction**
- ✓ **An alarm or plant display**
- ✓ **Shift handover notes or a logbook entry**
- ✓ **A production schedule or standard operating procedure**
- A personal guess based on what usually happens on the previous shift
- An unofficial social media chat that is not part of workplace procedure

Feedback: Workplace messages can come from people, written records, electronic systems, alarms, displays and approved documents. Information should not be based on guesses or unofficial channels.

Q3 · Select missing words · E1-Q3 Steps for receiving and confirming a message PC 1.1, KE KE3.1

In a noisy plant, a competent worker gives the sender [[1]], asks for [[2]] if the message is unclear, uses a [[3]] of critical details, and confirms the required [[4]] before acting.

Words: **attention** (group 1) · **repetition** (group 1) · **read-back** (group 1) · **action** (group 1) · **assumption** (group 1) · **delay** (group 1) · **opinion** (group 1) · **shortcut** (group 1)

Feedback: Receiving a message properly means paying attention, clarifying unclear details, reading back important information and confirming what action is required.

Q4 · True / False · E1-Q4 Acting on a partly heard safety message

PC 1.1, KE KE3.1

If a message may affect safety but the details are unclear, it is acceptable to act on the partly heard message without checking because this saves time.

Answer: **False**

Feedback: Safety-critical details must be checked immediately. Saving time does not justify acting on misunderstood information.

Q5 · Matching · E1-Q5 Using communication equipment and channels correctly

Match each communication equipment or channel with the correct workplace use. PC 1.1, PC 1.2, KE KE2, KE KE3.1, KE KE3.2

Radio	→ Use call signs and avoid talking over other transmissions
Telephone	→ Use clear etiquette and ask the caller to repeat unclear details
Email	→ Use a clear subject line and include the required details
Plant system	→ Use the correct login and enter information in the required place
Shift logbook	→ Make a clear, prompt record for handover and follow-up

Feedback: Different communication equipment has different protocols. Use the channel and method required by workplace procedure.

Q6 · Multiple choice · E1-Q6 Recording a production fault message

PC 1.2, KE KE3.2

At 09:40, Sam from packing tells you: “Cartons are jamming on Line 3 near the outfeed. I have stopped feeding product and need maintenance before restart.” Which record is the most accurate?

- ✓ **09:40 — Sam, packing: cartons jamming on Line 3 near outfeed. Feeding stopped. Maintenance before restart.**
- Packing has another carton problem because operators probably overloaded Line 3 near the outfeed again.
- Line 3 had some kind of issue this morning; someone may need to check it later if it continues.
- Maintenance problem fixed by stopping product feed, so no further record or follow-up is required.

Feedback: An accurate record includes facts such as time, source, location, key details, action taken, required action and urgency. It avoids assumptions about causes or blame.

Q7 · Multiple choice (multiple answers) · E1-Q7 Details to include in a workplace message record

PC 1.2, KE KE3.2

Which details should normally be included when recording a workplace message? Select all that apply.

- ✓ **Date and time received**
- ✓ **Name or source of the message**
- ✓ **Location, plant, equipment or section involved**
- ✓ **Required action and urgency**
- Your assumption about who caused the issue
- Unrelated private information about the sender

Feedback: Workplace records should be prompt, clear and complete. They should include factual details needed for follow-up and handover.

Q8 · Select missing words · E1-Q8 Principles of accurate record keeping

PC 1.2, KE KE3.2

An accurate workplace record uses [[1]] rather than assumptions, is entered in the [[2]] log, form or system, is made as soon as [[3]], and protects [[4]] information.

Words: **facts** (group 1) · **approved** (group 1) · **practicable** (group 1) · **confidential** (group 1) · **opinions** (group 1) · **informal** (group 1) · **convenient** (group 1) · **public** (group 1)

Feedback: Records should be factual, made using the approved method, completed promptly while details are fresh and handled according to confidentiality requirements.

Q9 · Multiple choice · E1-Q9 Choosing the approved recording method

PC 1.2, KE KE3.2

A maintenance request is given to you verbally. Workplace procedure requires maintenance requests to be entered in the electronic maintenance system. What should you do after confirming the message details?

- ✓ **Enter it in the electronic maintenance system.**
- Write it on scrap paper and keep it in your pocket until you have spare time at week's end.
- Tell the next operator verbally and rely on that person to decide whether a system entry is needed.
- Wait for maintenance to notice the fault during a routine inspection or later production check.

Feedback: Use the recording method required by workplace procedure. Informal notes may help temporarily, but they do not replace the approved system when a formal record is required.

Q10 · True / False · E1-Q10 Purpose of accurate message records

PC 1.2, KE KE3.2

Accurate message records support shift handover and may provide evidence that a safety, quality or production issue was managed correctly.

Answer: **True**

Feedback: Accurate records create a reliable reference for others and can support follow-up, handover and verification of actions taken.

Q11 · Multiple choice · E1-Q11 Relaying a message to the correct section

Your procedure says equipment faults that may stop production must be relayed to the control room and maintenance planner immediately. You receive and record a message that cartons are jamming on Line 3 and maintenance is required before restart. What should you do next?

- **✓ Relay the recorded facts to the control room and maintenance planner immediately.**
- Wait until the end of shift because the issue has already been written in a workplace record.
- Tell only a nearby operator so the communication chain stays short but remains informal.
- Rewrite the message as a likely operator error before passing it to the control room.

Feedback: Relay the message to the person or section named in procedure, within the required timeline, using the facts recorded and the required channel.

Q12 · Matching · E1-Q12 Matching messages to appropriate recipients PC 1.3, KE KE1, KE KE3.1

Match each workplace message with the most appropriate person or section to receive it.

Chemical spill creating a walkway hazard	→ Supervisor, control room or emergency response contact as procedure requires
Possible out-of-specification product result	→ Quality officer or laboratory
Delivery driver has arrived at the receiving dock	→ Warehouse or receiving section
Equipment fault requiring planned repair	→ Maintenance planner
Contractor arrives for permitted work	→ Contractor coordinator or permit controller

Feedback: Procedures may nominate who receives different types of information. Relaying to the correct person or section helps ensure action is taken on time.

Q13 · Multiple choice (multiple answers) · E1-Q13 Relaying a message accurately

Before relaying a workplace message, which actions help keep the message accurate and useful? Select all that apply.

PC 1.3, KE KE3.1, KE KE3.2

- **✓ Check the record you made before relaying the message.**
- **✓ Include the sender, time, location and key details.**
- **✓ State the required action and urgency.**
- **✓ Use the channel required by procedure and urgency.**
- Add your opinion about the cause to make the message more interesting.
- Delay relaying it until shift end, even if the timeline says immediately.

Feedback: A good relay passes on the facts without changing the meaning. It includes the source, time, location, key details, required action and urgency.

Q14 · Short answer · E1-Q14 When the normal contact cannot be reached

PC 1.3, KE KE3.1

A safety-critical message must be passed on immediately, but the normal contact cannot be reached. Workplace procedure requires you to raise it to the next responsible person or control room. Enter the one-word action you should take.

Accepted answer: **escalate**

Feedback: If a safety-critical issue cannot be relayed through the normal contact within the required timeline, escalate according to workplace procedure.

Q15 · True / False · E1-F1 Practice: records and assumptions

A message record should include factual details rather than guesses about the cause of the issue.

Answer: **True**

Feedback: Correct message records are based on facts such as time, source, location, details and action required.

Q16 · Multiple choice · E1-F2 Practice: choosing the right channel

A minor routine update can be sent by email under your procedure, but a serious safety hazard must be reported immediately by radio or phone. Which channel should you use for the safety hazard?

- **✓ Radio or phone for immediate reporting**
- Routine email only, because all workplace messages should use one consistent channel
- A handwritten note left for the next shift to review during normal handover
- No channel until another worker asks whether there has been a safety issue

Feedback: Urgency and procedure determine the correct communication channel. Safety-critical information usually requires immediate relay.

E2 — Interpret messages

Q1 · Multiple choice · E2-Q1 Clarifying an unclear radio instruction

PC 2.1, KE KE4, KE KE6

A supervisor gives a radio instruction, but background noise makes the pump number unclear. The task could affect production and safety. What should you do first?

- **✓ Ask the supervisor to repeat the pump number before acting.**
- Operate the pump number you think you heard because delaying production may create pressure on the shift.
- Ask another operator to choose the likely pump without confirming the original instruction.
- Record that the message was noisy, then continue with the task based on your best guess.

Feedback: When a message is unclear and the action could affect safety, quality, equipment or production, do not guess. Pause, identify the unclear part and confirm the message respectfully before acting.

Q2 · Select missing words · E2-Q2 Steps for clarifying a message

PC 2.1, KE KE6

When an instruction is unclear, a competent worker should [[1]] before acting, identify the unclear [[2]], and use a respectful [[3]] to confirm the meaning.

Words: **pause** (group 1) · **part** (group 1) · **question** (group 1) · **guess** (group 1) · **shortcut** (group 1) · **complaint** (group 1)

Feedback: Clarifying means stopping long enough to check the meaning, focusing on the part that is unclear, and using respectful language and tone to confirm the message.

Q3 · Multiple choice (multiple answers) · E2-Q3 Details to check before acting

PC 2.1, KE KE4, KE KE5

You receive a rushed instruction to move material for the next batch. Select all details that may need to be clarified before you act.

- ✓ **The batch code or product identification.**
- ✓ **The quantity or number stated in the instruction.**
- ✓ **The location, line, valve or equipment number involved.**
- ✓ **The required time or priority of the task.**
- Whether you can skip the procedure if the instruction sounds urgent.
- Whether the message can be ignored because it was given quickly.

Feedback: Unclear numbers, codes, locations, times, priorities, PPE requirements and hazard controls should be checked before acting, especially where safety, quality or production may be affected.

Q4 · True / False · E2-Q4 Acting on an urgent but uncertain message

PC 2.1, PC 2.2, KE KE5

If a message sounds urgent, it is acceptable to act on an uncertain instruction first and clarify the details later.

Answer: **False**

Feedback: Urgency does not remove the need to understand the instruction. If the meaning is uncertain, clarify first unless immediate action is required to make the situation safe within your authority.

Q5 · Matching · E2-Q5 Interpreting workplace signs, codes and documents

PC 2.1, PC 2.2, KE KE4, KE KE5

Match each workplace message source with the information or action it most commonly provides.

Batch sheet	→ Product, quantity or processing details for a batch
Yellow triangular warning sign	→ A hazard or caution that must be considered before entering or working
Valve or pump number	→ The specific item of equipment being referred to
Pre-start checklist	→ Checks to complete before using equipment

Feedback: Workplace codes, signs, colours and documents are information sources. Correct interpretation helps workers choose safe and appropriate actions.

Q6 · Multiple choice · E2-Q6 Taking action within role and authority

PC 2.2, KE KE5

You understand a message asking you to isolate equipment, but you are not authorised or trained to perform that isolation. What is the most appropriate action?

- **✓ Escalate to the supervisor/control room for an authorised isolator.**
- Complete the isolation yourself because you understood the instruction and the job needs progress.
- Ignore the message because work outside your authority is never your responsibility to report.
- Ask a nearby worker to do the isolation without checking their training or authorisation.

Feedback: Appropriate action must match the instruction, risk, workplace procedure, role and authority. If you are not authorised, pass the information to the right person and escalate as required rather than performing unauthorised work.

Q7 · Multiple choice (multiple answers) · E2-Q7 Appropriate actions after a message is understood

PC 2.2, KE KE5

Once the meaning of a workplace message is confirmed, which actions may be appropriate depending on the situation? Select all that apply.

- **✓ Do the task if it is within your role, training and procedure.**
- **✓ Pass the message to the area or person who needs the information.**
- **✓ Record the information in the required workplace document or system.**
- **✓ Stop, isolate or make safe if there is an immediate hazard and you are authorised to do so.**
- Rely on memory only, even where the workplace requires a written or electronic record.
- Change the instruction to suit your preference if the task seems inconvenient.

Feedback: After confirming the meaning, appropriate actions can include doing the task, passing the message on, recording information, or making the situation safe if authorised and required by procedure.

Q8 · Matching · E2-Q8 Purpose of workplace documentation

PC 2.2, KE KE5

Match each workplace document with its main purpose.

Logbook entry	→ Records shift information or actions taken
Batch sheet	→ Records or instructs product quantities and batch details
Permit	→ Authorises controlled work under specified conditions
Defect report	→ Communicates an equipment fault or problem

Feedback: Workplace documentation supports safe, consistent communication. It can record work completed, specify batch requirements, authorise high-risk work or report defects.

Q9 · Drag the words · E2-Q9 Responding to a communication breakdown PC 2.3, KE KE5, KE KE6

A communication problem could lead to unsafe work. First make the situation [[1]]. State the issue using [[2]] rather than blame. If the issue remains unresolved or unsafe, [[3]] it to the right person.

Words: **safe** (group 1) · **facts** (group 1) · **escalate** (group 1) · **faster** (group 1) · **rumours** (group 1) · **hide** (group 1)

Feedback: Communication problems should be handled early and calmly: make the situation safe, state facts clearly, correct or update records if required, inform affected people and escalate unresolved or unsafe issues.

Q10 · Multiple choice · E2-Q10 Conflicting batch information

PC 2.3, KE KE5, KE KE6

During changeover, the paper batch sheet says 500 kg but the work order on the screen says 550 kg. What is the best response?

- **✓ Hold the addition and clarify the correct quantity with the supervisor/control room.**
- Use 550 kg because production screen values usually reflect the latest planning target.
- Use 500 kg because a printed batch sheet should always override computer information.
- Average the two amounts and write a note explaining that you used your judgement.

Feedback: Conflicting information is a communication problem. State the issue clearly using facts, stop or delay the affected action if needed, and clarify through the correct person or system before proceeding.

Q11 · True / False · E2-Q11 Unacceptable tone as a communication problem

PC 2.3, KE KE6

Swearing, disrespectful language or an aggressive tone can be a workplace communication problem that should be handled calmly and escalated if it remains inappropriate or unsafe.

Answer: **True**

Feedback: Acceptable workplace language and tone should be courteous, respectful and suitable for the situation. Disrespectful communication can cause misunderstanding, conflict or safety issues and may need escalation.

Q12 · Multiple choice (multiple answers) · E2-Q12 Practical responses to communication problems

PC 2.3, KE KE5, KE KE6

Select all responses that would help fix a workplace communication problem.

- ✓ **Move away from noise or use another approved communication method if the radio message cannot be heard clearly.**
- ✓ **Check an unfamiliar abbreviation before acting on it.**
- ✓ **Correct an incorrect record using the workplace process and inform affected people.**
- ✓ **Contact the supervisor or control room if the problem could cause harm or remains unresolved.**
- Assume an out-of-date document is still correct if it is easier to access.
- Respond to unclear handwriting by guessing the missing number from memory.

Feedback: Effective responses include choosing a clearer communication method, checking unfamiliar terms, correcting records where required, informing affected people and escalating unresolved or unsafe issues.

Q13 · Short answer · E2-Q13 One-word action for an unclear valve number

PC 2.1, KE KE4

You are told to open a valve, but you did not hear the valve number clearly because of plant noise. Enter the one-word action you should take before operating any valve.

Accepted answer: **clarify**

Feedback: The expected action is to clarify. Do not operate equipment based on an unclear number, code or location.

Q14 · Multiple choice · E2-Q14 Using a safety sign to choose action

PC 2.2, KE KE4

You are about to enter an area and see a yellow triangular safety sign at the access point. What should this message prompt you to do?

- ✓ **Treat it as a warning and check hazard controls before entering.**
- Treat it as general information only, with no need to change how you enter or work.
- Assume the area is safe because the sign is yellow rather than a red prohibition sign.
- Ignore it if you have entered the same area before and no one has stopped you.

Feedback: Common workplace safety signs and colours provide important messages. A yellow triangular sign indicates a warning or caution, so the worker should identify the hazard and follow required controls before entering or working.

Q15 · True / False · E2-F1 Practice: Checking before acting

If a workplace message is incomplete or open to more than one meaning, a safe response is to confirm the meaning before acting.

Answer: **True**

Feedback: Confirming unclear messages helps prevent unsafe, incorrect or unauthorised action.

Q16 · Matching · E2-F2 Practice: Common message sources

Match the message source with the kind of information it commonly provides.

Radio call	→ Spoken instruction or update
Label	→ Identification or handling information
Alarm	→ Alert that a condition needs attention

Feedback: Messages in a workplace may come from people, signs, labels, documents, alarms and systems. Competent workers use the right source to confirm meaning.

E3 — Respond to request for information

Q1 · Multiple choice · E3-Q1 Acknowledge and clarify a request

PC 3.1, KE KE8

A supervisor asks over the radio, “Can you get me the Tank 4 cleaning record?” What is the best first response from an operator?

- ✓ **“Received. Tank 4 cleaning record for today’s night shift?”**
- “Yes,” then immediately leave the area to search without checking which record, shift or date is needed.
- “I think it was cleaned,” and provide the answer from memory because the tank is usually done each night.
- Forward the request to the whole shift list so someone else can decide what the supervisor meant.

Feedback: A request should be acknowledged and clarified before acting. This reduces the chance of finding the wrong record or missing an urgent requirement.

Q2 · Select missing words · E3-Q2 Clarify the details needed

PC 3.1, KE KE8

Before searching for information, confirm [[1]] is needed, [[2]] area or equipment it relates to, and [[3]] needs the answer.

Words: **what information** (group 1) · **which** (group 1) · **who** (group 1) · **how loudly** (group 1) · **how often** (group 1) · **who guessed first** (group 1)

Feedback: Clarifying what is needed, the relevant area/equipment or timeframe, and who needs the answer helps prevent wrong assumptions.

Q3 · Multiple choice (multiple answers) · E3-Q3 Strategies for communication difficulty

PC 3.1, KE KE7

An operator requests information in a noisy area and English is not their first language. Which actions are appropriate? Select all that apply.

- ✓ **Use clear, plain language and avoid slang or unnecessary jargon.**
- ✓ **Ask the person to repeat back the key point or confirm the details in their own words.**
- ✓ **Use a diagram, label, log entry or written note if it helps confirm the information.**
- Speak louder using the same words until they agree.
- Assume a nod means the person has fully understood the request.

Feedback: Useful strategies include plain language, checking understanding, using visual supports or written confirmation where suitable, and moving away from noise if safe.

Q4 · True / False · E3-Q4 Unclear urgent request

PC 3.1, KE KE8

If a request for information is urgent but unclear, it is better to guess quickly than to clarify or escalate.

Answer: **False**

Feedback: Urgency does not remove the need for accuracy. If a request is unclear, clarify it promptly and escalate if necessary, especially where safety, quality or production may be affected.

Q5 · Matching · E3-Q5 Match information to an appropriate source

PC 3.2, KE KE8

Match each request with the most appropriate workplace source.

How to handle a chemical safely	→ Safety data sheet and workplace procedure
Whether a pump is isolated	→ Isolation register or permit system
Quantity produced on the last shift	→ Approved production log, system record or confirmed count
Current planned production order	→ Production schedule or authorised supervisor

Feedback: Use an approved, current source that matches the type of information requested. Do not rely on memory alone where a controlled or recorded source is available.

Q6 · Multiple choice · E3-Q6 Use an approved source

PC 3.2, KE KE8

A team member asks which PPE is required for a chemical transfer. What should the operator do before answering?

- ✓ **Check the current SDS and procedure.**
- Answer from memory because this chemical transfer has been done many times and is treated as routine work.
- Use the PPE that was chosen for a different chemical transfer on the previous shift if the task looks similar.
- Ask nearby workers what they normally wear and follow the most common answer if it sounds reasonable.

Feedback: Chemical handling information should be checked against approved and current sources such as the SDS and workplace procedure.

Q7 · Multiple choice (multiple answers) · E3-Q7 Good practice when accessing information

Which actions show correct access to workplace information? Select all that apply. ^{PC 3.2, KE KE8}

- ✓ **Check that a procedure or record is current before relying on it.**
- ✓ **Use the source that matches the request, such as an SDS for chemical safety information.**
- ✓ **Ask an authorised person when the approved record is missing or hard to interpret.**
- Use an old printed copy if it is quicker than finding the controlled version.
- Rely on what usually happens when a recorded value is required.

Feedback: Appropriate access means using approved, current and relevant sources, checking uncertainty, and protecting information that is confidential or restricted.

Q8 · True / False · E3-Q8 Conflicting information

PC 3.2, KE KE8

A log sheet and a control room screen show different status information for the same equipment. The operator should check or escalate the conflict instead of passing either value on as confirmed.

Answer: **True**

Feedback: Conflicting information should be checked and escalated according to workplace procedures. Passing on an assumption as confirmed information can create safety, quality or production problems.

Q9 · Multiple choice · E3-Q9 Relay to the right place

PC 3.3, KE KE8

An operator confirms that a pump is isolated and the maintenance team needs this information before starting a job. What is the best action?

- ✓ **Tell the authorised maintenance contact using the required method.**
- Tell a nearby operator casually and assume the message will eventually reach the maintenance team.
- Post the isolation status widely to several groups, even if not everyone is authorised to receive it.
- Wait until the end of shift handover because the isolation status has already been checked once.

Feedback: Information should be relayed accurately to the person or section that needs it, using the method required by workplace procedure and the urgency of the task.

Q10 · Drag the words · E3-Q10 Relay information clearly

PC 3.3, KE KE7, KE KE8

When relaying information, send it to the [[1]], choose a method that suits the [[2]], and use wording that is [[3]].

Words: **appropriate person or section** (group 1) · **receiver and urgency** (group 1) · **clear, accurate and complete** (group 1) · **largest email group** (group 1) · **operator's preferred shortcut** (group 1) · **brief even if incomplete** (group 1)

Feedback: Relayed information should go to the correct person or section, use a suitable communication method, and be clear, accurate and complete for the receiver.

Q11 · Matching · E3-Q11 Choose a suitable communication method

PC 3.3, KE KE8

Match each situation with a suitable way to relay the information.

Immediate operational issue affecting a running process	→ Face-to-face or radio communication with confirmation
Information that must be recorded for maintenance follow-up	→ Maintenance system, work order or required written record
Quality result that must be available to a section later	→ Approved quality record, logbook, shared inbox or system
Receiver is away from the area but needs a timely answer	→ Phone or other approved direct contact method

Feedback: The method should suit the receiver, urgency and need for a record. Immediate operational issues may need face-to-face or radio communication; information needing a record may require a log, form, email or system entry.

Q12 · Multiple choice (multiple answers) · E3-Q12 Restricted information

PC 3.2, PC 3.3, KE KE8

A request involves information that may be confidential or restricted. Which actions are appropriate? Select all that apply.

- ✓ **Check who is authorised to receive the information before sending it.**
- ✓ **Use the workplace-approved communication method or record for that information.**
- ✓ **Ask a supervisor if unsure whether the information can be released.**
- Send it to a broad group so the correct person is likely to see it.
- Share it verbally with anyone who asks, as long as they work on site.

Feedback: Restricted information should only be accessed and shared according to workplace authority and procedure. If unsure, check with a supervisor or authorised person.

Q13 · Multiple choice · E3-Q13 Adapt for a CALD receiver

PC 3.3, KE KE7

A contractor from a culturally and linguistically diverse background looks unsure after receiving an instruction about where to report a delivery delay. What is the best response?

- ✓ **Use plain words, show the contact, and ask them to confirm.**
- Repeat the same technical wording more loudly and quickly so the contractor realises the message is important.
- Assume they understood because they nodded and did not ask another question after the instruction was given.
- Avoid giving the information until someone with the same first language is available to speak with them.

Feedback: Communication should be adapted to the receiver. Plain language, written or visual support, and confirmation of understanding can reduce misunderstanding.

Q14 · Select missing words · E3-Q14 End-to-end response to an information request

A competent response to an information request is to first [[1]], then ^{PC 3.1, PC 3.2, PC 3.3, KE KE8} access information from an [[2]], and finally [[3]] the information to the correct receiver.

Words: **acknowledge and clarify the request** (group 1) · **appropriate source** (group 1) · **relay** (group 1) · **guess the likely answer** (group 1) · **informal memory** (group 1) · **delay** (group 1)

Feedback: The full process is acknowledge and clarify, access information from approved sources, then relay it accurately to the appropriate person or section.

Q15 · Multiple choice · E3-F1 Quick check: memory versus source

A production quantity is requested for the last shift. Which source is usually most reliable?

- ✓ **The approved production log, system record or confirmed count**
- A rough estimate based on what usually happens
- A guess from a worker who was not on the shift
- The number from a similar product made last week

Feedback: Recorded production information should come from an approved log, system record or confirmed count, not an informal estimate.

Q16 · True / False · E3-F2 Quick check: confirm receipt

When information affects safety, quality or production, it may be necessary to confirm that the receiver received and understood the message.

Answer: **True**

Feedback: For important operational information, confirming receipt helps prevent missed messages and misunderstandings.

E4 — Complete workplace forms

Q1 · Multiple choice · E4-Q1 Selecting the current approved form

PC 4.1, KE KE3.2, KE KE5

You need to record a pump fault before maintenance can assess it. There is an old maintenance request pad in a drawer, but the site document system shows a newer maintenance request template with a different version number. What should you use?

- ✓ **Use the current approved maintenance request template from the site document system.**
- Use the old pad because it asks for similar information and is quicker.
- Write the fault on a shift handover sheet only because maintenance will read it later.
- Send a text message to maintenance and skip the form unless they ask for it.

Feedback: Workplace forms are controlled records. Select the form named in the current organisation procedure or document system, not an old or similar form found informally.

Q2 · Matching · E4-Q2 Matching common workplace forms to their purpose

PC 4.1, KE KE5

Match each workplace form with the main purpose it would normally serve in a processing plant.

Pre-start checklist	→ Checks equipment condition before use
Incident or near-miss report	→ Records an event so corrective action can be considered
Batch record	→ Records what was made, when and under what conditions
Shift handover sheet	→ Communicates key operating information to the next shift

Feedback: Different workplace forms have different purposes. Choosing the correct form helps the right information reach the right people and become a reliable workplace record.

Q3 · Select missing words · E4-Q3 Steps for choosing the right form

PC 4.1, KE KE1, KE KE3.2, KE KE4, KE KE8

When choosing a form, first define the [[1]] of the task or event, then use the [[2]] form, and if the correct document is unclear, ask a [[3]] before recording the job on the wrong document.

Words: **purpose** (group 1) · **current approved** (group 1) · **supervisor** (group 1) · **nearest available** (group 1) · **colour** (group 1) · **co-worker from another area** (group 1)

Feedback: A competent worker identifies what must be recorded, uses the current approved form and escalates early if the correct document is unclear.

Q4 · Multiple choice (multiple answers) · E4-Q4 Reliable information sources for a form

PC 4.2, KE KE1, KE KE2

You are completing a quality check sheet for a production run. Which sources would usually be reliable to assemble the required information? Select all that apply.

- ✓ **Your own observation of the product and process.**
- ✓ **Instrument displays or gauge readings used for the process.**
- ✓ **The batch sheet or approved electronic production system.**
- A rumour from the lunchroom about what happened on the previous shift.
- ✓ **A barcode scanner or plant terminal used according to site procedure.**
- A personal social media message from someone not authorised to provide the data.

Feedback: Reliable sources can include direct observations, instruments, labels, batch records, approved systems and authorised people. Guessing or using unofficial messages can make the record unreliable.

Q5 · Numerical · E4-Q5 Checking remaining information before completing a form

PC 4.2, KE KE1, KE KE5

A maintenance request form requires 8 facts: date, time, location, equipment ID, fault description, immediate action taken, name of person notified and your signature. You have already confirmed the date, time and location. How many required facts still need to be assembled or entered?

Answer: **5 ± 0**

Feedback: Check all required fields before completing and signing a workplace form. In this scenario, 8 required facts minus 3 already confirmed leaves 5 still required.

Q6 · True / False · E4-Q6 Using personal photos to collect form information

A worker is allowed to photograph a completed incident form on their personal phone and send it to a friend on another shift if it helps them fill in missing details later. PC 4.2, KE KE2, KE KE3.1, KE KE3.2

Answer: **False**

Feedback: Sensitive workplace records must be handled through approved communication channels and record-keeping systems. Personal phones, informal sharing and unauthorised disclosure can breach procedure, privacy and confidentiality.

Q7 · Multiple choice · E4-Q7 Recording facts rather than assumptions

You are completing a form about a red tag on equipment marked TK-204. You are not sure who placed the tag or why. What is the best entry? PC 4.3, KE KE4, KE KE5, KE KE8

- ✓ **“Red tag observed on TK-204 at 10:15; reason not confirmed; supervisor notified.”**
- “TK-204 is probably unsafe because maintenance must have found a major fault.”
- “Someone left a tag on the tank again.”
- Leave the section blank because you are not sure who put the tag there.

Feedback: Workplace forms should record clear facts and approved codes. Do not guess causes or responsibilities. If information is missing or unclear, state what is known and clarify through the correct channel.

Q8 · Multiple choice (multiple answers) · E4-Q8 Correcting errors on workplace forms

While completing a paper form, you write the wrong equipment number. Which actions are normally consistent with controlled workplace documentation? PC 4.3, KE KE3.2, KE KE5, KE KE8
Select all that apply.

- ✓ **Follow the site’s approved correction method.**
- ✓ **Put a single line through the incorrect entry if that is the approved paper-form method.**
- ✓ **Initial and date the correction if required by procedure.**
- Use correction fluid so the mistake cannot be seen.
- Overwrite the number heavily until the original entry is unreadable.
- ✓ **Ask a supervisor or authorised person if the required correction method is unclear.**

Feedback: Errors on controlled workplace forms must be corrected in the approved way so the record remains clear and auditable. Do not hide, erase or overwrite the original entry unless the site procedure specifically allows that method.

Q9 · Drag the words · E4-Q9 Clear and respectful form completion

PC 4.3, KE KE4, KE KE6

A workplace form should use approved [[1]], record required [[2]] of measurement, and use [[3]] language that another worker can understand and act on.

Words: **codes** (group 1) · **units** (group 1) · **respectful** (group 1) · **nicknames** (group 1) · **guesses** (group 1) · **sarcastic** (group 1)

Feedback: Good form completion uses approved workplace codes and units, and clear, courteous language. Swearing, sarcasm, slang or vague wording can reduce the value of the record.

Q10 · Multiple choice · E4-Q10 Clarifying information respectfully

PC 4.3, KE KE6, KE KE7, KE KE8

A co-worker from a culturally and linguistically diverse background gives you a verbal update for a shift handover form, but you are not fully sure which valve number they mean. What should you do?

- **✓ Politely ask them to repeat or show the valve, then confirm the number against the label or record.**
- Write the valve number you think they meant so the form is submitted quickly.
- Tell them their English is the problem and ask someone else instead.
- Leave out the valve number because asking questions may seem disrespectful.

Feedback: When communication is unclear, use respectful strategies such as plain language, checking back, confirming against labels or records, and asking for clarification. Do not guess or blame the other person.

Q11 · Multiple choice · E4-Q11 Submitting a sensitive workplace form

PC 4.4, KE KE2, KE KE3.1, KE KE3.2, KE KE5

You have completed and signed an incident report. Site procedure says it must be lodged in the electronic records system and the supervisor must be notified. The system is available. What should you do?

- **✓ Submit it in the electronic records system and notify the supervisor as required.**
- Send a photo of the form to a personal email account so it can be uploaded later.
- Leave it on a bench because someone from management will collect it eventually.
- Post a message in an informal group chat so the issue is seen quickly.

Feedback: Submission requirements are set by organisation procedure. Use approved systems and communication channels, especially for sensitive records.

Q12 · Multiple choice (multiple answers) · E4-Q12 Final checks before submitting a form

Before submitting a completed workplace form, which checks or actions are normally appropriate? Select all that apply. PC 4.4, KE KE3.2, KE KE5, KE KE8

- ✓ **Check all required fields are complete.**
- ✓ **Check signatures or approvals required by the form are included.**
- ✓ **Attach required supporting information, such as photos or readings, using approved channels.**
- ✓ **Record a reference number or keep a copy if site procedure requires it.**
- Ignore missing information once the form is due.
- Delay notifying anyone about an urgent safety item until normal filing is complete.

Feedback: Before submission, check the form is complete, signed if required, supported by required attachments, sent to the correct place and followed up if urgent or safety-critical.

Q13 · True / False · E4-Q13 Urgent safety information and form submission

If a completed form records an urgent safety-critical issue, the worker should use the approved immediate communication channel as well as completing or submitting the required written or electronic record. PC 4.4, KE KE3.1, KE KE8

Answer: **True**

Feedback: Urgent or safety-critical information may need immediate communication through approved channels, followed by the required written or electronic record.

Q14 · Matching · E4-Q14 Workplace codes and symbols on forms

PC 4.3, KE KE4, KE KE5

Match each workplace code, number or symbol with its likely meaning when completing a processing plant form.

TK-204	→ A specific tank or equipment item
PPE	→ Personal protective equipment
Red tag	→ Equipment or item may have a restricted, isolated or unsafe status as defined by site procedure
Batch number	→ Identifier linking product to a production run or record

Feedback: Codes, numbers, colours and symbols must be used exactly as defined by the workplace. They help identify equipment, hazards, products and control status.

Q15 · Multiple choice · E4-Q15 Corrective action when a submission system fails

PC 4.4, KE KE2, KE KE3.1, KE KE8

You must submit a maintenance request before the end of shift, but the approved electronic system is not working. What is the best action within your role?

- ✓ **Tell the supervisor or authorised person and follow the approved alternate submission process.**
- Wait until the next shift and hope the system is working then without telling anyone.
- Use your personal email to send the request to anyone who might be able to help.
- Write the request on scrap paper and leave it near the equipment with no follow-up.

Feedback: Communication or system problems should be escalated early. Use an approved alternate process or authorised communication channel rather than creating an unofficial record.

Q16 · Short answer · E4-Q16 Checking submission requirements

PC 4.1, PC 4.4, KE KE1, KE KE3.2

A completed form does not say who receives it or when it is due. What source should you check first to confirm the required submission process? Enter two words.

Accepted answer: **site procedure**

Feedback: Organisation or site procedures state who receives the form, how it is lodged, timeframes, attachments and record-keeping requirements.

Q17 · Multiple choice · E4-F1 Practice: choosing what to do with missing information

You are completing a form and one required reading is missing. What is the best first response?

- ✓ **Check an approved source or ask an authorised person before completing that field.**
- Estimate the reading so the form looks complete.
- Leave the form unsigned and file it without telling anyone.
- Copy a similar reading from yesterday's form.

Feedback: Missing or unclear information should be clarified early using reliable sources or escalated according to workplace procedure.

Q18 · True / False · E4-F2 Practice: workplace records

A workplace form can support safety, production control, quality, maintenance and legal evidence.

Answer: **True**

Feedback: Forms are workplace communication records. Accurate forms help others understand what happened, act on it and audit it later.