

# Training and Assessment Strategy (TAS)

MSMSUP102 — Communicate in the workplace

|                         |                                                                        |
|-------------------------|------------------------------------------------------------------------|
| <b>RTO</b>              | [RTO name]                                                             |
| <b>Training package</b> | Manufacturing Training Package                                         |
| <b>Unit release</b>     | 2 (current)                                                            |
| <b>Delivery mode</b>    | in person                                                              |
| <b>Document</b>         | Training & Assessment Strategy · version 1.0 · review by [review date] |

## 1. Unit and purpose

|                         |                                |
|-------------------------|--------------------------------|
| <b>Unit code</b>        | MSMSUP102                      |
| <b>Unit title</b>       | Communicate in the workplace   |
| <b>Training package</b> | Manufacturing Training Package |
| <b>Release</b>          | 2 (current)                    |
| <b>Unit sector</b>      | Support                        |

### Application

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. Target cohort and entry

|                           |                                                                                |
|---------------------------|--------------------------------------------------------------------------------|
| <b>Target cohort</b>      | New to plant processing industry                                               |
| <b>Entry requirements</b> | <b>ACTION ITEM: confirm entry requirements for this cohort (RTO-specific).</b> |
| <b>LLN considerations</b> | [to be completed by RTO]                                                       |

**ACTION ITEM: Record pre-enrolment language, literacy and numeracy (LLN) outcomes for this cohort, in line with the 2025 Standards for RTOs.**

## 3. Delivery approach

|                           |           |
|---------------------------|-----------|
| <b>Delivery mode</b>      | in person |
| <b>AQF level</b>          | AQF 3     |
| <b>Duration</b>           | 1 weeks   |
| <b>Volume of learning</b> | 20 hours  |

|                           |                                                            |
|---------------------------|------------------------------------------------------------|
| <b>Amount of training</b> | 7 hours (supervised)                                       |
| <b>Clustering</b>         | This unit is delivered and assessed as a stand-alone unit. |

## 4. Learning resources and facilities

- Classroom
- Simulated processing plant

|                              |                                                      |
|------------------------------|------------------------------------------------------|
| <b>Simulated environment</b> | <b>Yes</b>                                           |
| <b>Simulation detail</b>     | [describe how the simulation reflects the workplace] |
| <b>Work placement</b>        | No                                                   |

## Practical assessment arrangement

The unit's assessment conditions require a hands-on assessment environment. Assessment cannot be completed by online knowledge tasks alone.

The following practical assessment arrangement satisfies the unit's assessment conditions:

- Simulated environment
- RTO facility / equipment: Classroom, Simulated processing plant

## 5. Assessment strategy

| Activity                                                        | Element                                 | Method              | Items |
|-----------------------------------------------------------------|-----------------------------------------|---------------------|-------|
| E1 Knowledge Questions — Receiving and relaying messages        | E1 — Receive and relay messages         | knowledge questions | 4     |
| E1 Observation — Receive, record and relay a message            | E1 — Receive and relay messages         | observation         | 3     |
| E2 Knowledge Questions — Interpreting messages                  | E2 — Interpret messages                 | knowledge questions | 3     |
| E2 Observation — Interpret a message and act                    | E2 — Interpret messages                 | observation         | 3     |
| E3 Knowledge Questions — Responding to requests for information | E3 — Respond to request for information | knowledge questions | 3     |
| E3 Observation — Respond to a request for information           | E3 — Respond to request for information | observation         | 3     |
| E4 Knowledge Questions — Completing workplace forms             | E4 — Complete workplace forms           | knowledge questions | 2     |
| E4 Observation — Complete and submit a workplace form           | E4 — Complete workplace forms           | observation         | 4     |

### Preferred assessment methods

- knowledge\_questions
- observation

Assessment is designed against the principles of assessment (validity, reliability, flexibility, fairness) and the rules of evidence (valid, sufficient, authentic, current).

## 6. Assessor requirements

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

## 7. Delivery and assessment schedule

| Week | Focus (element)                                                                                                                  | Indicative learning content                                                                                                                               | Assessment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | E1 — Receive and relay messages; E2 — Interpret messages; E3 — Respond to request for information; E4 — Complete workplace forms | 1.1 Receive a message and confirm understanding; Knowledge check: Receiving and relaying messages; Element summary; 1.2 Accurately record the message ... | E1 Knowledge Questions — Receiving and relaying messages (knowledge questions); E1 Observation — Receive, record and relay a message (observation); E2 Knowledge Questions — Interpreting messages (knowledge questions); E2 Observation — Interpret a message and act (observation); E3 Knowledge Questions — Responding to requests for information (knowledge questions); E3 Observation — Respond to a request for information (observation); E4 Knowledge Questions — Completing workplace forms (knowledge questions); E4 Observation — Complete and submit a workplace form (observation) |

This week-by-week schedule is derived from the SAME weekly chunking that allocates the delivered weekly books and question categories, so this TAS and the shipped materials agree by construction. Timings are indicative — confirm dates against the group timetable.

### Elements at a glance

| Element | Title                              | Performance criteria |
|---------|------------------------------------|----------------------|
| E1      | Receive and relay messages         | 3                    |
| E2      | Interpret messages                 | 3                    |
| E3      | Respond to request for information | 3                    |
| E4      | Complete workplace forms           | 4                    |

This Training and Assessment Strategy is a DRAFT and must be reviewed and validated by the RTO before use in delivery.