



Student Assessment Book

AHCWRK205 – Participate in workplace communications (Release 1)



Figure 1-[HTTPS://AGRICULTURE.ILLINOISSTATE.EDU/COMMUNICATIONS-LEADERSHIP/](https://agriculture.illinoisstate.edu/communications-leadership/)

Claydon Brothers

Document Control

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Introduction

This unit describes the skills and knowledge required to participate in workplace communications.

The skills and knowledge described in this unit underpin a broad range of activities applicable to a variety of jobs roles throughout industries at various levels.

This unit applies to individuals who work at various levels and should be contextualised to accommodate the responsibility of the individual.

No licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Learning Outcomes

1. Follow routine spoken messages
2. Perform workplace duties following routine written notices
3. Obtain and provide information in response to workplace requirements
4. Complete relevant work-related documents
5. Participate in workplace meetings and discussion

Assessment types

In this unit you will complete the following assessments:

1. Assessment Task 1: Written Assessment
2. Assessment Task 2: Phone Message
3. Assessment Task 3: Tenancy Agreement
4. Assessment Task 4: Weed Research
5. Assessment Task 5: Complete Work-Related Documents
6. Assessment Task 6: Team Meetings

Assessment Task 1: Written Assessment

Instructions for this task:

Answer all questions in the space provided.

You will be required to have a good understanding of the following areas:

1. Effective communication, including the role of body language
2. Different modes of communication (e.g. written and non-verbal)
3. Effective communication in a work team
4. Communication procedures and systems, and technology relevant to the organisation and the individual's work responsibilities

Benchmark

Students must get all questions 100% correct and all documentation requested in this assessment is submitted to gain a satisfactory in this task.

Resources required for this assessment task:

Students need to have access to the following:

- Pen and Paper
- This Booklet
- Access to learning materials
- Access to the internet
- Access to a PC and word processing software

Location: Classroom/Computing Lab

Submission

Students are to submit their responses by the due date and in accordance with the general instructions at the beginning of this unit of competency. Attach the Assessment Agreement and the Assessment cover sheet for this assessment task.

Questions to respond to.

Q5 What are the symptoms of effective team communication?

Q6

You work on the Farm for Mr Gardner in a small country town called Dandaragan WA 6597 and Mr Gardner has asked you to purchase Eco-Organic Garden 21L concentrate Slasher Organic Weedkiller for him to use on his Orchard. His Orchard is 2 ha, he only needs to spray it once; he will follow the directions below for spraying.

Calculate the amount of Litres he will need of the Weedkiller based on the data below and that his Orchard is 2ha. and the minimum amount of spray will be applied – 900L per ha.

Calculate the cost with a bulk discount offered by the store of 5% on the quoted price of \$324 for a 21L bottle.

Mix 7 litres
per 100 litres water.
Apply 900-1400L
spray per ha

Apply as a band spray 400 mm wide on each side of the orchard or vine crop row. Apply at early vegetative stage of weeds. Best results are obtained at 3-8 leaf stage when weed canopy is less than 15 cm in height. Established weeds may require more than one application. Repeat spray after 7 days if required. Spray over all weed foliage to ensure full foliage penetration and coverage. Partial foliage penetration or coverage will result in partial control.

Questions to respond to.

Q8

Explain the communication procedures and systems that Mr Gardner uses on his farm as indicated by the Farm Assistant previously? Why do you think he does it this way?

Evidence to submit

Did you submit the following evidence?		Yes	No
1	Answers to Questions 1-8 in this task	<input type="checkbox"/>	<input type="checkbox"/>
2	Answers correctly sourced and referenced if applicable	<input type="checkbox"/>	<input type="checkbox"/>
3	Handwriting was neat and legible, or word processed	<input type="checkbox"/>	<input type="checkbox"/>
4	Cover sheet attached	<input type="checkbox"/>	<input type="checkbox"/>
5	Assessment Agreement attached	<input type="checkbox"/>	<input type="checkbox"/>

Assessment Task 2: Phone Message

Instructions for this task:

You are working as a Store Clerk for *Pesty Australia*, a pesticide supplier. You have just received a phone call from a customer. You are required to take a telephone message and record the message on the Phone Message Template (available in your Resources folder). The telephone call transcript is below:

"Hi, this is Alan Gardner from Alanvale Orchards. I recently saw your advertisement in the current issue of "Orchard Farming Weekly" in respect to the herbicides you sell. I have recently just started my own orchard farm and have been dealing with an unbearable number of grassy and broadleaf weeds disrupting my young pecan trees.

Specifically, I am enquiring about your Imazamox herbicides.

I've heard that this is good for weeds that are competing for land. Can you please call me back and let me know if this is suitable for my issues, the content's weight, the price, and when you are open for me to come pick this up?

This is really urgent, so please call me back on 0481 917 821 as soon as you can.

Thanks, Alan."

You know that for the purchase and application of this herbicide, orchard farmers require a ChemCert certificate. However, you are unsure if you are required to view this certificate or if this only needs to be shown to the Department of Agriculture and Food. You are to ask your supervisor (the owner of the store) for clarification.

As per your company's procedures, you are required to complete the following tasks in order:

1. Input caller's details
2. Input caller's message, only including the key points
3. Input any additional comments or clarification needs that you have
4. If any clarification is required, discuss with supervisor
5. Input next actions to take
6. Submit the phone message to your supervisor

Students will be required to have a good understanding of the following areas:

1. Gather required information by listening and interpret information
2. Follow instructions and procedures in an appropriate sequence for the task and in accordance with the information received
3. Seek clarification from the workplace supervisor on all occasions when any instruction or procedure is not understood

Evidence to submit

Did you submit the following evidence?		Yes	No
1	Completed Phone Message Template	<input type="checkbox"/>	<input type="checkbox"/>
2	Assessor checklist submitted	<input type="checkbox"/>	<input type="checkbox"/>
3	Cover sheet attached	<input type="checkbox"/>	<input type="checkbox"/>

Assessment Task 3: Tenancy Agreement

Instructions for this task:

In this assessment, you take on the role of Mr. Gardner.

Mr. Gardner has just entered into an arrangement with a local farmer. This is a tenancy at will (a 'handshake' agreement). This is a sharefarming agreement, where the owner (Mr. Gardner) supplies the land and assets, and the sharefarmer provides the labour, expertise, fertiliser and machinery. While this agreement may be terminated at short notice, there are certain instructions that must be followed by both parties. These written instructions and notices may be found in your Resources folder 'Resource – Tenancy Agreement'.

Mr. Gardner wants to ensure that this agreement covers all the key elements of sharefarming. To do this, he has created a checklist with all the elements he considers important. However, he is unsure about clause 6.3. Specifically, if farm biosecurity signs need to be made of a certain material or not.

You are to read through this agreement and check off the criteria on the checklist based on the instructions. You are also to seek clarification on the instruction/procedure that Mr. Garner is unsure about.

Students will be required to have a good understanding of the following areas:

1. Read and interpret written notices and instructions
2. Follow routine written instructions and procedures in sequence
3. Seek clarification from the workplace supervisor on all occasions when any instruction or procedure is not understood
4. Follow enterprise work health and safety policies

Benchmark

Using the Assessment Matrix below Students are to achieve at least a rating of 100% to be deemed satisfactory in this task. Students must demonstrate that Students are able to perform workplace duties following routine written notices.

All criteria listed in the Assessor's Checklist must be met to the industry standards specified in this unit.

Location: Classroom or simulated workplace

Resources:

- The Learning Guide
- Internet and PC
- Resource – Tenancy Agreement

Evidence to submit

Did you submit the following evidence?		Yes	No
1	Tenancy Agreement checklist submitted	<input type="checkbox"/>	<input type="checkbox"/>
2	Assessor checklist submitted	<input type="checkbox"/>	<input type="checkbox"/>
3	Cover sheet attached	<input type="checkbox"/>	<input type="checkbox"/>

Assessment Task 4: Weed Research

Instructions for this task:

In this scenario, you are Mr. Gardner.

Mr. Gardner has just arrived at Dandaragan to view his land for the first time. Upon arriving, he has noticed a sign on the road that reads "Beware Bridal Zone". He is concerned about what this is and how it may impact his orchard, and wants to find out more information. To do this, he needs to use relevant websites and the Department of Agriculture and Food to find the necessary information.

You are to research this and write the required information on how to treat this by using the Weed Record Sheet (available in your Resources folder). You are required to list all sources that you have used. You are required to identify who the contact is to notify them about the weed you find on your property. You are to handwrite this form legibly and then scan it in for assessment. You are also to explain how you will ensure contact with the Department of Agriculture and Food will be courteous when making enquiries about the treatment of the plant.

Based on company procedures, you are required to store the scanned image with the following file name:

- [LastName-FirstName-WeedRecordSheet-Year-Month-Day]

Students will be required to have a good understanding of the following areas:

1. Obtain and interpret specific, relevant information
2. Write any required information completely, accurately and legibly
3. Identify sources of required information and establish appropriate contact
4. Ensure personal interaction is courteous and make enquiries clearly and concisely
5. Use defined procedures for the location and storage of information

Benchmark

Using the Assessment Matrix below Students are to achieve at least a rating of 100% to be deemed satisfactory in this task. Students must complete all activities in full and Students must answer all questions in full.

Students must demonstrate that Students are able to obtain and provide information in response to workplace requirements.

All criteria listed in the Assessor's Checklist must be met to the industry standards specified in this unit.

Location: Classroom or simulated workplace

Resources:

- The Learning Guide
- Internet and PC
- Resource – Weed Record Sheet

Evidence to submit

Did you submit the following evidence?		Yes	No
1	Weed Record Sheet submitted	<input type="checkbox"/>	<input type="checkbox"/>
2	Assessor checklist submitted	<input type="checkbox"/>	<input type="checkbox"/>
3	Cover sheet attached	<input type="checkbox"/>	<input type="checkbox"/>

Assessment Task 5: Complete Work-Related Documents

Instructions for this task:

For this assessment you will need to complete and submit four (4) documents.

1. Job Application

You have heard many good things about Mr. Gardner's orchard farm and are applying for a position as a farm assistant. The job posting on *OrchardHire.com* states that Mr. Gardner is looking for a full-time employee to work the following days/hours:

- Monday-Wednesday, 8am-4pm
- Thursday-Friday, 11am-7pm

You receive a 30 minute unpaid break starting at exactly half-way through your shift. You receive no overtime. You are available and willing to work these hours. You are to handwrite this form legibly and then scan it in for assessment. The form is available in your Resources folder as 'Job Application Form'. Use your own personal details for any other fields.

2. Leave Form

After working as a farm assistant on Mr. Gardner's orchard farm for three months, you have decided you want to take a whole day off for yourself to go fishing. The day you want to request off is the 19th of November. As per company policy, you are required to fill out an Employee Leave Request Form and submit it to your supervisor (available in your Resources folder).

3. Leave Entitlements of Other Employees

The orchard farm has seen great success and as such, four new employees have been hired as farm assistants. Your supervisor Mr. Gardner has asked you to report on all their leave entitlements as of 06/09/2021. This can be found in your Resources folder as 'Leave Entitlements'. Round the entitlements to the nearest hour.

4. Timesheet Error

Up until now, Mr. Gardner has been in charge of filling out employees' timesheets. He has just presented you with your timesheet for the latest pay period. However, you notice some errors in the timesheet. Using the information from the scenarios in this assessment task, you are to identify and correct the four (4) errors present in this timesheet. Put your corrections in red. This can be found in your Resources folder as 'Timesheet'.

Students will be required to have a good understanding of the following areas:

1. Complete a range of forms relating to conditions of employment accurately and legibly
2. Record workplace data manually or electronically using standard workplace forms and documents
3. Use basic mathematical processes for routine calculations
4. Identify and rectify errors in recording information on forms and documents
5. Complete reporting requirements to supervisor as required by workplace procedures

Evidence to submit

Did you submit the following evidence?		Yes	No
1	Job Application Form submitted	<input type="checkbox"/>	<input type="checkbox"/>
2	Employee Leave Request Form submitted	<input type="checkbox"/>	<input type="checkbox"/>
3	Leave Entitlements submitted	<input type="checkbox"/>	<input type="checkbox"/>
4	Timesheet submitted	<input type="checkbox"/>	<input type="checkbox"/>
5	Assessor checklist submitted	<input type="checkbox"/>	<input type="checkbox"/>
6	Cover sheet attached	<input type="checkbox"/>	<input type="checkbox"/>

Assessment Task 6: Team Meetings

Instructions for this task:

This assessment task requires you to create teams of at least three members. Over the period of this unit, you are required to have a minimum of three meetings. You are required to create an agenda for each meeting, recording the minutes of each meeting. You are to video record the meetings, or conduct them under the supervision of your teacher/assessor.

At the end of each meeting, you are to determine the actions that should be taken in response to the scenario and how you will go about achieving these.

Meeting Scenario 1:

The sustainability of the sharefarmer in assessment task 3 is not appropriate. The sharefarmer frequently enters biosecurity-sensitive areas without cleaning his boots or clothing. He states that he only does this when he needs to quickly check-up on something, spending no more than five minutes inside. He states that it would waste too much time and be too costly to continuously clean his boots and clothing for such small tasks. While a biosecurity breach has not occurred, there is the fear that this could occur in the near future.

Meeting Scenario 2:

There has been a biosecurity breach by the sharefarmer in the assessment task 3. Specifically, Mr. Gardner's pecan trees have been infested with Green Vegetable Bugs. These bugs have been noticed before they can cause any damage to the trees but need to be dealt with quickly to prevent any future damages. The solution determined must not damage the nearly fully-grown pecans.

Meeting Scenario 3:

It is currently May, and all of Mr. Gardner's pecan trees are ready to harvest. Due to this, all employees are working hard to harvest the nuts, package them, and send them off to market. However, one of the farm assistants in assessment task 5 wants to cash out their annual leave which totals 20 hours presently. This employee has been working hard for the past few months, and Mr. Gardner would prefer to not deny their leave request, although he fears he won't be able to harvest all the trees in time without their help.

Students will be required to have a good understanding of the following areas:

1. Attend team meetings on time
2. Express own opinions clearly and listen to those of others without interruption
3. Make contributions to meetings that are consistent with the meeting purpose and established protocols
4. Ask and respond to questions about routine workplace procedures and matters concerning conditions of employment
5. Interpret and implement meeting outcomes

Evidence to submit

Did you submit the following evidence?		Yes	No
1	A total of three (3) video recordings or teacher observations of team meetings.	<input type="checkbox"/>	<input type="checkbox"/>
2	Three (3) meeting minutes – one (1) per meeting.	<input type="checkbox"/>	<input type="checkbox"/>
3	Assessor checklist submitted	<input type="checkbox"/>	<input type="checkbox"/>
4	Cover sheet attached	<input type="checkbox"/>	<input type="checkbox"/>

Record of Assessment Outcomes

This section records all the evidence used to form the final assessment decision. Please document all types of evidence used in this assessment.

Student Name			
Unit of Competency	AHCWRK205 – Participate in workplace communications (Release 1)		
Assessment Requirements	Task Outcomes		
	Satisfactory (S)	Not Satisfactory (NS)	Resubmit
Assessment Task 1: Written Assignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment Task 2: Phone Message	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment Task 3: Tenancy Agreement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment Task 4: Weed Research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment Task 5: Complete Work-Related Documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment Task 6: Team Meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Assessment Outcome			
<input type="checkbox"/> Competent	<input type="checkbox"/> Not Yet Competent	<input type="checkbox"/> Resubmit	
If a resubmission is required what additional evidence or corrections are required?			
Assessor Name:			
Assessors Signature:		Date	

Appendix 1 - Student Survey

At the end of each unit, we would like to collect feedback, so we can identify areas for improvement in our materials. Circle or highlight the response you wish to use. We would appreciate your assistance by providing your constructive feedback.

Please complete the survey and return it to Claydon Brothers Pty Ltd by email: sales@claydonbrothers.com.au.

Thank you for your time.

Qualification code and name					
Unit code and name	AHCWRK205 – Participate in workplace communications (Release 1)				
Date:					
Please read the statements below and circle the most appropriate response:	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. The amount of time for the assessment was appropriate.	1	2	3	4	5
2. The training and assessment materials for this unit were suitable to my learning style and easy to use.	1	2	3	4	5
3. The content was interesting and engaging.	1	2	3	4	5
4. The topics were presented in a logical sequence.	1	2	3	4	5
5. The assessment tasks were clear; and it was easy for me to understand what was required of me.	1	2	3	4	5
6. What did you find most interesting or useful about this unit?					
7. What, if anything, did you find the least useful about the unit?					
8. Please make any constructive suggestions that would improve these materials for future students?					

Thank you for providing your valuable feedback.