12433 Summative Assessment

Please complete the following summative assessment activities and submit as part of your Portfolio of Evidence:

* Knowledge Questions
* Practical Activities
* Summative Project

The learner needs to individually complete the summative assessment activities. The summative assessment is conducted by means of a knowledge questionnaire and various integrated assessment activities (practical activities and summative projects). The learner needs to follow the summative assessment activity instructions to create the evidence required for the portfolio of evidence.

**Note**: The Critical Cross Field Outcomes are referenced in the following manner:

**CCFO1**- Identify and solve problems in which responses demonstrate that responsible decisions using critical and creative thinking have been made

**CCFO2**- Work effectively with others as a member of a team, group, organisation, community

**CCFO3**- Organise and manage oneself and one's activities responsibly and effectively

**CCFO4**- Collect, analyse, organise and critically evaluate information

**CCFO5**- Communicate effectively using visual, mathematical and/or language skills in the modes of oral and/or written presentation

**CCFO6**- Use science and technology effectively and critically, showing responsibility towards the environment and health of others

**CCFO7**- Demonstrate an understanding of the world as a set of related systems by recognising that problem-solving contexts do not exist in isolation

**CCFO8**- Be culturally sensitive across a range of social contexts so that all actions and decisions made are acceptable to all stakeholders with broad cultural backgrounds

## Knowledge Questions

Please answer the following knowledge questions related to the unit standard embedded knowledge and assessment criteria and place it in your portfolio of evidence. Remember to number the answers according to the question numbers, should you need to attach a document.

You have **1 hour** to complete this Knowledge Questionnaire **individually** based on the theory that you covered in your Learner Guide and the formative assessments you completed in your Learner Workbook.

|  |  |  |
| --- | --- | --- |
|  | **Knowledge Questions** | **Unit Standard Reference** |
| **Use communication techniques effectively** | **12433** |
| 1. Describe the purpose of using a variety of oral and written communication techniques in the workplace
 | EEK1 |
| **(4)** |
| 1. Identify and list the following about workplace reports
 | EEK2 |
| 1. **Identify and list at least 3 types of reports:**
2. **Where would you find guidelines to create workplace reports in your organiation?**
3. **Identify and list at least 6 questions that you would use to identify the reader of your workplace reports:**
4. **Identify and list the general sections (8) of formal workplace report**

**(18)** |
| 1. Identify and list the following for workplace presentations
 | EEK2 |
| 1. **Define a presentation:**
2. **Complete the following table (by filling in the questions you would ask) to identify your target audience:**

|  |  |
| --- | --- |
| **Analyse** |  |
| **Understanding** |  |
| **Demographics** |  |
| **I nterest** |  |
| **Environment** |  |
| **Needs** |  |
| **Customised** |  |
| **Expectations** |  |

1. **Identify and list the 5 steps to structure your presentation:**
2. **Identify and list at least 4 different visual aids that can be used for your presentation:**
3. **Identify and list the 5 important elements of “body talk” used in presentations:**

**(23)** |
| 1. Describe the implications of developing reports and presentations that do not meet the needs of the target audience
 | EEK3 |
| **(3)** |
| 1. Answer the following to show your understanding for various procedures and techniques required in verbal and written workplace communication:
 | EEK4 |
| 1. **Identify and list the 3 main steps for leading discussions:**
2. **Identify and list the 6 basic physical arrangements that need to be done for meetings:**
3. **Identify and list the 5 things that a chairperson of a meeting is responsible/accountable for:**
4. **Identify and list the 6 main research skills necessary when gathering and organising data:**
5. **Identify and list the 4 general steps to gather and analyse the information for a report:**
6. **From your own experience, provide the 6 general steps to create a workplace report:**
7. **Identify and list the 5 steps for creating a presentation (creating the content of the presentation:**
8. **Identify, list and describe the 4 steps for delivering effective presentations:**

**(33)** |
| 1. Describe how you would use Regulations, legislation, agreements, policies, standards in workplace communication
 | EEK5 |
| **(3)** |
| 1. Identify and list 3 communication theories that could be applied to workplace communication
 | EEK6 |
| **(3)** |
| 1. Create a diagram to show the communication process
 | EEK6 |
| **(6)** |
| 1. Complete the following as it relates to communication rules, principles and laws:
 | EEK6 |
| 1. **Identify and list 5 communication tips (rules or laws) that you would like to have everyone use when communicating in the workplace:**
2. **Identify and list at least 4 interpersonal communication principles:**

**(9)** |
| 1. Describe the relationship between the effective use of a variety of oral and written communication techniques and effective job functioning as a supervisor/senior technical person
 | EEK7 |
| **(4)** |
| **Total** | **/ 106** |