**8968 Workplace Assignments**

**Project**

1. In your group, have a debate about a controversial subject, such as practicing safe sex to prevent HIV/AIDS, abortions or any other subject of which the members of the group have opposing views. Choose a different subject from the one used in exercise 1 and the summative assessment.
2. Divide the members of the group into two groups, for and against. The groups must be equal in number, which could mean that some of the members of the group have to take a side that they do not necessarily agree with. This is fine, it is only role play.
3. You have one day in which to select the group leader and prepare for the debate.
4. The rules of the debate are as follows:

The leader of the group in favour of whatever the subject is speaks first. He/she gives a three-minute talk about why s/he is in favour of the subject. Nobody may interrupt the speaker. The group on the opposing side must take notes of points they wish to challenge or ask questions about.

Once the speaker has finished, one person from the opposing group asks one question or makes one statement about one point the speaker has made. Just that, nothing more. Nobody may interrupt while the person is talking – make notes about statements you would like to ask questions on.

The speaker has the opportunity to reply to the question or statement. Nobody may interrupt the speaker – make notes if you have a question.

Then the leader of the other group talks for three minutes about why s/he is against the subject. Nobody may interrupt the speaker.

Once the speaker has finished, one member of the other group asks one question or makes one statement about one point the speaker has made. Just that, nothing more. Nobody may interrupt while the person is talking – make notes about statements you would like to ask questions on.

The speaker has the opportunity to reply to the question or statement. Nobody may interrupt the speaker.

Now the members of each group each have one opportunity to ask questions of the other group. Each person is allowed one chance to ask a question or make an opposing statement. Nobody may interrupt another person speaking or make any comments while that person is speaking.

Start with a member of the opposing group asking one question or making one statement. One member of the other group may reply.

Then a member of the group in favour asks a question or makes a statement. A member of the opposing group replies.

This process carries on until every member of each group has had an opportunity to ask a question and reply to a question or statement of the other group.

Your facilitator will monitor the process.

Everyone has to take notes of points that are important, since you will be evaluated on your notes.

1. Attach your notes to the assessment. Do your notes show that you understood the issue that was discussed?
2. Do your notes show that you listened to everyone’s statements and questions.
3. When it was your turn to speak, did you handle the subject with sensitivity?
4. In a manner that supports the goals of your group?
5. Do your notes show that you were able to identify underlying assumptions while the speaker was talking?
6. Note one of the underlying assumptions.
7. When it was your turn to speak, did you do so in a way that was appropriate to the debate? (1)
8. Did you speak with confidence?
9. Was your tone and manner of speaking done in a way without aggravating and offending the members of the other group?
10. When it was your turn to speak, did you make sure that the debate would proceed peacefully after your turn?
11. One of the speakers must have adopted a style that attracted the audience. Explain what the speaker did to attract the audience with reference to tone and volume of voice.
12. How did the speaker’s body language attract the audience? Think of gestures and posture.
13. Which rhetorical devices did the speaker use? List at least two.
14. When it was your turn, which rhetorical devices did you use? List at least two.
15. The speaker who attracted the audience, what was this person’s point of view about the subject?
16. What do you think the person’s attitude is towards the subject?
17. Was there a question that the speaker did not answer directly? State the question and the reply.
18. What was the impact of the speaker’s statement on you?
19. What was the impact of the speaker’s statement on your group.

**Observation Sheet**

**Specific Outcome 1: Interact successfully with audience during oral communication**

Assessment criterion: Research skills are evident in the way data and information relevant to the context is identified, located and selected for inclusion in the final text. Accessing information from different sources; sorting; categorising; classifying; sifting for relevance, validity and reliability; recording; reporting; formulating conclusions

1. Do research on future career prospects applicable to the qualification that you are studying. Ensure that you obtain information from more than one source. You can, for example look at advertisements in newspapers, discuss career possibilities with employment agencies or make an appointment with the HR manager of an organisation to discuss career opportunities. You have to consult at least two sources. Attach the rough copy of your research to the assessment.
2. Make sure that you sort and categorise your information.
3. Is your information valid and reliable? Motivate your answer.
4. Formulate your conclusions and record your findings and conclusions on paper.

**Specific Outcome 2: Use strategies that capture and retain the interest of an audience**

Key words, pace and pause, stress, volume and intonation are used in appropriate ways to reinforce the message

Body language is appropriate to context and topic, and reinforces main ideas and attitudes

Formal communications are planned in writing, and plans are detailed, complete, and realistic with respect to time allocation and content

Visual aids are appropriate to topic and context, and enhance the presentation and the transfer of information and understanding

Techniques are used to maintain continuity and interaction

**Specific Outcome 1: Interact successfully with audience during oral communication.**

Arguments are supported with sound reasons and facts, and writing reflects a clear point of view, and shows logical development of a clearly articulated premise.

1. Prepare a short presentation regarding your research. Your presentation should not last longer than 15 minutes, which should include time for questions from the audience. Write out a plan of your presentation, what visual aids you intend using and also give details of the techniques to maintain continuity and interaction you plan to use. Highlight key words that you are going to use.
2. Prepare visual aids to enhance your presentation. Use at least two visual aids. Which strategies to be an effective speaker do you plan on using? Explain how you will use at least two techniques. Give the presentation to your facilitator/supervisor and group members.
3. Attach the plan of your presentation to the assessment

|  |
| --- |
| Name of learner being assessed: |
| Date and time of presentation: |
| Purpose of presentation: |
| **Evaluation** | **Motivation of your answer** | **Yes/No** |
| Did the learner stay within the time limit?  |  |  |
| Did the learner allow time for questions? |  |  |
| Did the learner capture and maintain the attention of the audience by using key words? | Give examples |  |
| Did the student vary the tone, pitch and volume of his/her voice? |  |  |
| Did the learner maintain eye contact with the audience? |  |  |
| Did the learner’s body language reinforce the main ideas of the presentation? | Quote examples |  |
| Were the visual aids appropriate to the topic that was discussed? | Give an example of the visual aids that were used |  |
| Did the visual aids enhance the presentation? | Give an example of the visual aids that were used |  |
| Which techniques to maintain continuity and interaction did the learner use? |  |  |
| Were the learner’s arguments are supported with sound reasons and facts, reflect a clear point of view, and show logical development of a clearly articulated premise? |  |  |
| Learner signature | Date |
|  |  |
| Supervisor/facilitator signature | Date |

**Work Sample**

**Specific Outcome 1: Interact successfully with audience during oral communication**

Contributions to group work are appropriate to the task and nature of the group, and promote effective communication and teamwork.

Participation in formal meetings is appropriate to the purpose and context of the meeting. Participation is consistent with meeting procedures and contributes to the achievement of meeting objectives.

Responses to the ways others express themselves are sensitive to differing socio-cultural contexts

1. Arrange a meeting with a fellow student to discuss your future plans. Draw up an agenda for the meeting. Attach the agenda to your assessment.
2. What is the purpose of the meeting?
3. Hold the meeting according to the correct procedures as listed in the notes. Take minutes of the proceedings and attach the minutes to your assessment. Your fellow student must sign the minutes to indicate agreement
4. List one question that the fellow student asked and your response thereto. Your fellow student must sign this.

**Specific Outcome 3: Identify and respond to manipulative use of language**

Assessment criteria:

Facts and opinion are identified and distinguished

Omission of necessary information is noted and addressed.

The implications of how the choice of language structures and features, specifically tone, style and point of view affect audience’s interpretations of spoken texts are explained.

Distortion of a contributor’s position on a given issue is explored with specific reference to what has been selected and omitted

1. Watch an actuality show or documentary on TV, or listen to such a program on the radio. Identify the facts and opinions. Motivate your answer. List at least two facts and two opinions. Include the details of the program in your assessment: date, subject, interviewer and interviewee.
2. What information do you think has been omitted by the interviewer? List at least two instances. Motivate your answer.
3. How does the tone of the interviewee affect the audience’s point of view? Motivate your answer.
4. How does the point of view of the interviewer affect the audience’s point of view? Motivate your answer.
5. What information do you think has been selected by the interviewer? List at least two instances. Motivate your answer.

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| **Logbook 8968** |
| **Date** | **Assignment No** | **Start** | **Finish** | **Total Hours** |
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| Date | Candidate signature | Date | Mentor/supervisor signature |

**ASSESSMENT REVIEW**

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| --- | --- |
| NAME of LEARNER | NAME of ASSESSOR |
| VENUE  | DATE of REVIEW |
| UNIT STANDARD | 8968 Accommodate audience and context needs in oral communication  |
| Review Dimension | ASSESSOR | LEARNER/CANDIDATE | ACTION |
| The principles/criteria for good assessment were achieved? | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| The assessment related to the registered unit standard? | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| The assessment was practical? | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| It was time efficient and cost-effective and did not interfere with my normal responsibilities? | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| The assessment instruments were fair, clear and understandable | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| The assessment judgements were made against set requirements | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| The venue and equipment were functional? | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| Special needs were identified and the assessment plan was adjusted | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| Feedback was constructive against the evidence required | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| An opportunity to appeal was given | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| The evidence was recorded | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| LEARNER” S DECLARATION OF UNDERSTANDING |
| I am aware of the moderation process and understand that the moderator could declare the assessment decision invalid |
|  |  |  |
| Learner | Date | Assessor | Date | Moderator | Date |

**Candidate Feedback Report**

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| --- | --- | --- | --- |
| Candidate's Name |  | ID No. |  |
| Assessor's Name |  | Reg. No. |  |
| Unit Standard Title | Accommodate audience and context needs in oral communication   |
| **ASSESSMENT DECISION** |
| Source of Evidence | C | NYC | Comments |
| Assessment |  |  |  |
| Product |  |  |  |
| Indirect Evidence |  |  |  |
| Overall Assessment Decision |  |
| Additional Notes |  |
| Date  |  |

**Candidate Appeal Form**

|  |  |  |
| --- | --- | --- |
| Candidate's Name:  |  ID No. |  |
| Assessor's Name:  | Reg. No. |  |
| Unit Standard Title:  |  |
| Date:  |  |
| **SECTION 1** |  |
| Candidate's reason for disagreeing with the assessment decision |  |
| Assessor's rationale for the assessment decision |  |
| Candidate's signature |  |
| Assessor's signature |  |
| **SECTION 2** |  |
| Moderator's decision |  |
| Moderator's signature  |  |

**Assessor's Report**

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| Candidate's Name |  | ID No. |  |
| Assessor's Name |  | Reg. No. |  |
| Unit Standard Title | 8968 Accommodate audience and context needs in oral communication   |
| **ASSESSMENT DECISION** |
| Specific Outcome | C | NYC | Comments |
| Interact successfully with audience in oral communication |  |  |  |
| Use strategies that capture and retain the interest of an |  |  |  |
| Identify and respond to manipulative use of language |  |  |  |
| Overall Assessment Decision |  |
| Comments |  |
| Date  |  |
|  |  |
| Signature of Assessor | Signature of Candidate |

**Moderator's Report**

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| --- | --- | --- | --- |
| Moderator's Name |  | Reg. No. |  |
| Assessor's Name |  | Reg. No. |  |
| Candidate's Name |  | ID No. |  |
| Unit Standard Title | 8968 Accommodate audience and context needs in oral communication  |
| **MODERATION DECISION** |
| Specific Outcome | C | NYC | Comments |
| Interact successfully with audience in oral communication |  |  |  |
| Use strategies that capture and retain the interest of an |  |  |  |
| Identify and respond to manipulative use of language |  |  |  |
| Overall Moderation Decision |  |
| Feedback to Assessor |  |
| Action Required  |  |
| Date of Moderation |  |
| Signature of Moderator |  |
| Signature of Assessor |  |
| Signature of Candidate |  |