BSBCMM211

Apply communication skills

Assessment 1 of 1

Short answer question

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Version 1

Assessment Instructions

Task overview

This assessment task includes 11 short answer questions. Read each question carefully before typing your response in the space provided.

This unit of competency consists of one knowledge assessment completed in this module, in addition to the Structured Workplace Learning and Assessment [SWLA] completed in Module 7.

You must complete both sets of assessments related to this unit to be deemed competent.

Additional resources and supporting documents

To complete this assessment, you will need:

- [Bray's K9 Client Engagement and Communication Policy. pdf](#)

Assessment Information

Submission

You are entitled to three [3] attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

Please consider the environment before printing this assessment.

SHORT ANSWER QUESTIONS

Read the scenario carefully and answer **question 1.**

> **Scenario: Bray's K9 Rescue and Rehabilitation**
>
> You are a trainee receptionist at Bray's K9 Rescue and Rehabilitation.
>
> Your main responsibilities involve client interactions.
>
> As part of this role, you are required to contact relevant stakeholders, such as:
>
> - Clients: to arrange adoption meetings, answer queries, schedule appointments as well as take adoption payments.
> - Management/supervisor: confirm appointment times, seek clarification and approval.
> - Foster carers: organise for the pick-up and return of foster animals.
>
> Sometimes, these interactions are done face-to-face at the reception desk. Occasionally, members of the public may contact you to seek assistance in rehoming or surrendering their animals. In these circumstances, you must collect all information from the client before consulting with your supervisor Karen Greening. Your supervisor will advise you if the facility has the capacity to take on the client's animal.
>
> Your supervisor had recommended that you follow the policies and procedures outlined in Bray's K9 Client Engagement and Communication Policy.docx when communicating with stakeholders.

Question 1

Review *Bray's K9 Client Engagement and Communication Policy.pdf*.

Based on this document:

- identify three [3] different ways you can communicate with clients or other staff members
- identify at least two [2] occasions when each type of communication would be used.

Ensure that you include at least one [1] verbal and one [1] non-verbal communication type in your answer.

Assessor instructions

Students must demonstrate their ability to identify 3 different ways to communicate in the workplace and when these types of communicate channels would be used.
Sample benchmark answers are provided below for assessor reference.

	Communication type 1	Communication type 2	Communication type 3
Communication type/s: [Must include at least 1 verbal and 1 non-verbal]	Face-to-Face	Phone calls	Email
Indicate if this is a verbal or non-verbal method:	☒ Verbal ☐ Non-verbal	☒ Verbal ☐ Non-verbal	☐ Verbal ☒ Non-verbal
Examples of two [2] occasions where it is	Client consultations or appointments Staff meetings	Client enquiries Making appointments	Confirmation of appointments Providing information

	Communication type 1	Communication type 2	Communication type 3
applied in the workplace:	The following answers are also acceptable. • interviews • general conversations with colleagues • Adoption appointments • General enquiries		The following answer is also acceptable: Communicating instructions or news.

Read through the rest of the scenario below and answer **questions 2 and 3**.

> **Scenario** continued...
>
> One afternoon, just after your lunch break you find a voice message (voicemail) left by a potential new client. You immediately listen to the message:
>
> *'Hi, this is Steve Smith. I'm wondering if there are any Border Collie available for adoption. If so, is it possible to arrange for an appointment sometime tomorrow afternoon? Please call me back on 0415546988 as soon as you get this message. Thank you.'*
>
> After listening to the client's message, you check the list of dog breeds available for adoption and have found that there's a two-year-old Border Collie called 'Timmy'. Jane Simmons is currently providing foster care for Timmy and her phone number is recorded as *0412296522*.

Question 2

Based on the **scenario above**, complete the table below. Ensure that you:

- identify three (3) work tasks you must undertake in response to the client's request (Word count: 8 – 25 for each task)
- name the stakeholder/s that you will communicate with for each identified work task.

	Work task 1	Work task 2	Work task 3
Description of work task:	Consult with the supervisor regarding the client's request. Agree on available timeslots for an appointment based on available capacity at the facility.	Arrange for pick-up and return of the foster animal.	Respond to the client's voice message by returning the call. Set an appointment for an initial adoption meeting and answer any queries.
Stakeholders that you will be communicating with:	Supervisor, Karen Greening	Foster Carer, Jane Simmons	Client, Steve Smith

Question 3

Based on the **scenario** mentioned above, **write a plan** for verbally communicating with the two relevant stakeholders you've identified in your answer to **question 2** in order to arrange for the adoption appointment. (Word count: 45 - 65 words)

Use the *Verbal Communication Plan* template given below to document your plan.

Identify the following information for each of the communication activities you plan to engage in:

- Communication task – what is the purpose of your communication?
- Identified stakeholders – who will you communicate with? (You need to ensure you are communicating with a different stakeholder for each activity)
- Communication method – how will you communicate with your audience?
- Information to be communicated – what will you communicate with your stakeholder? Target date of communication activity – when do you plan to engage in your communication activity?

Table 1 - Verbal Communication Plan

Criterion	Communication task 1	Communication task 2
Description of the task:	To check if the animal can be dropped off to the facility for an appointment with a client, possibly tomorrow afternoon.	Confirm adoption appointment date and time.
Identified stakeholder/s:	The foster carer - Jane Simmons	The client – Steve Smith
Communication method:	Phone call	Phone call
Information to be communicated:	Information about the animal including: - behavioural needs - environmental needs - exercise needs - Housing requirements - nutritional requirements - current health / behaviour of the dog at the moment Confirm the earliest date and time suitable for an adoption appointment.	Gain information about the potential adoptees to determine if they are suitable. Communicate date and time of the adaptation appointment as clarified with the foster care's availability to drop-off the animal at the facility.
When you plan to communicate (target date):	<Today's date>	<Today's date>

Read through the rest of the scenario below and answer **question 4.**

> **Scenario** continued...
>
> As part of your role at *Bray's K9 Rescue and Rehabilitation*, you are required to use a variety of written information such as:
>
> - send emails to your supervisor,
> - submit reports on your daily tasks and accomplishments.
>
> Your supervisor had recommended that you follow the formats for written information as outlined in *Bray's K9 Client Engagement and Communication Policy.docx.*

Question 4

Review *Bray's K9 Client Engagement and Communication Policy.pdf* and identify the standards and formats for written information. Based on this document outline three [3] formats you need to follow when writing an email. [Word count: 25 – 50 words]

Sample answers may include, but are not limited to the following,

- Have a subject line that reflects what the email is about, e.g. if it's a meeting, the subject line must contain the word 'Meeting.'
- Write subject line with letters in title case, e.g. Weekly Catchup Meeting.
- Use the font Calibri for the message body.
- Use font size 11 for text in the message body.
- Use an appropriate email closing depending on the receiver of the message.

Read through the rest of the scenario below and answer **questions 5 and 6.**

> **Scenario** continued...
>
> As part of your role at *Bray's K9 Rescue and Rehabilitation*, you are required to present information to your supervisor, clients and other team members on various occasions such as:
> - explaining the background story of a rescued animal to a foster carer
> - providing information about animals available for adoption to a client
> - providing a formal monthly update on the achievements of the facility [e.g. animals rescued, animals re-homed/adopted, etc] to the supervisor and others in the team.

Question 5

Identify the three [3] most relevant presentation styles you would use when working at *Bray's K9 Rescue and Rehabilitation* and provide a brief description of the characteristics of each.

[Word count: 30-50 words per description.]

Assessor Instructions: Students must identify each type of presentation style and provide the appropriate description of each.

Presentation Style	Description
Storyteller	Those with a storyteller presentation style will often use an emotive approach from past experiences to gauge the audience's attention.
Freeform	The freeform presentation style is reserved for those with an abundance of experience on the topic which they are facilitating. Like the freeform presentation style, the freeform presentation style also applies the sharing of short stories of personal experiences to convey a message.
Visual	The visual presentation style, as the name suggests relies heavily on the use of visual aids such as graphs, charts, and images to capture the audience experiences. Using visuals can help the audience understand what you are explaining.

Question 6

Review relevant information on presentation formats as outlined in *Bray's K9 Client Engagement and Communication Policy.pdf*.

According to your role at *Bray's K9 Rescue and Rehabilitation*, assume that you are preparing to present the monthly update to your supervisor and others in the team. Within this context, outline:

- the format you will follow to structure your presentation
- the type of information you plan to discuss as part of the presentation.

Use the table given below to document your answer.

[Word count: 10 – 15 words for each part of the presentation format.]

The learner must identify the format (that includes 4 parts) of the presentation and the relevant information that would be provided in each part of the presentation. A sample benchmark has been provided.

Presentation format (outline each part of the format per row)	Type of information to be discussed as part of the presentation
Introduction	Explanation of the purpose of report and an outline of what will be discussed.
Body	Discussion of findings, including survey results, insights from clients that were interviewed.
Conclusion	Summary of the key points of the report discussed during the presentation
Forum	Answers to questions from the audience to clarify any doubts.

Question 7

Refer to *Bray's K9 Client Engagement and Communication Policy.pdf* and outline the steps to be followed to complete each work task listed in the table.

[Word count: 55 – 85 words per task]

#	Task	Policies and procedures to be followed
a)	Answering a telephone call.	• answer calls as promptly as possible • advise the caller on answering of the name of the staff answering the call, and the company name • deal with the call, redirect the call or take a clear message as appropriate • always return calls within one business day and ensure any follow-up activities are carried out promptly • record all significant telephone calls in the form of a file note in the company's record keeping system and regularly review these records to identify issues and ensure this commitment is being met.
b)	Handling a customer enquiry at the reception face-to-face.	• enter into a dialogue in a meaningful and respectful manner • provide them with informed and accurate information • actively listen and respond to verbal feedback in a courteous manner • follow up in a timely manner any enquiries that cannot be resolved at the time • record all verbal interactions with the correspondent must be by way of file note or email and saved to the company's record management system.
c)	Checking-in a customer accompanied by two animals at the *Bray's K9 rescue and rehabilitation* facility	• Ring the bell on arrival. • Ensure all animals are retrained either by lead or in a transportation crate or in a cardboard box for rescued animals. • Copies of vaccination papers need to be produced on arrival. • Only 4 animals allowed in the reception area at any one time. • Check in is strictly between 7am and 7m.

Question 8

Define each of the four [4] communication styles and provide three [3] characteristics of each in the table below.

[Word count: 20-40 words per definition]

Assessor instructions: Students must demonstrate their ability to define each type of communication style and provide three [3] characteristics of each.

Communication style	Definition	Characteristics [3]
Passive communication style	People who demonstrate a passive communication style often avoid expressing their feelings and/or opinions even though it fails to promote their needs and rights.	1. Allowing others to interrupt them when they try to speak 2. Allowing others to make decisions for them 3. Apologising even when they have done nothing wrong.
	People who demonstrate an aggressive communication style often express	1. Being very direct and excessively honest

Communication style	Definition	Characteristics (3)
Aggressive communication style	their feelings and/or opinions to promote their own needs even though it violates the rights of others.	2. Interrupting others when they try to speak 3. Speaking in a loud and demanding voice.
Passive-aggressive communication style	People who demonstrate a passive-aggressive communication style don't express their feelings and/or opinions outright but do so in subtle and indirect ways, resulting in a failure to promote their own needs and the violation of the rights of others.	1. Refusing to acknowledge their own anger 2. Stating their true feelings rudely towards the end of interactions 3. Using sarcasm to mask their true intentions.
Assertive communication style	People who demonstrate an assertive communication style directly express their feelings and/or opinions in a way that is considerate of those they are communicating with. They promote their own needs while still respecting the rights of others.	1. Expressing disagreement respectfully 2. Stating their true needs and wants clearly and respectfully 3. Speaking with confidence

Question 9

Identify three (3) characteristics of using questioning skills effectively in workplace communication.

Answers may include, but are not limited to the following:

- Asking questions that are relevant to the conversation/topic in discussion.
- Using appropriate and non-discriminatory language when asking questions.
- Using the appropriate tone when asking the questions.

Question 10

Outline four (4) techniques for active listening?

(Word count: 10-20 words.)

Assessor Instructions

Students must demonstrate their understanding of active listening skills.

1.	Acknowledge you are listening with a simple nod of your head affirming you have heard what has been said
2.	Make regular eye contact but avoid staring at the person talking to you.
3.	Refrain from interrupting when others are talking to you, wait for a moment where you may be able to interject
4.	Display empathy, this is particularly important when dealing with distressed clients

The following answers are also acceptable:
- allow the speaker to explain their concerns and ask their questions
- reflect on what has been said and then provide an answer
- paraphrase if you require further clarification
- acknowledge what the speaker is saying with a statement or an informal comment 'yep'.

Question 11

Explain each factor that contributes to effective speaking skills in workplace communication.

[Word count: 10-40 words per factor.]

Assessor Instructions: Students must demonstrate their ability to explain why each factor of speaking skills should be considered.

Factors contributing to speaking skills	Explanation
Use of correct industry terminology:	Always ensure the listener has understood any important directions or advice, and avoid use of slang, nicknames, or acronyms to people outside the workplace or industry and can make you appear unprofessional.
Use of suitable language:	Use language suitable for the listener's age and experience, remember to be flexible to your audience.
Use of correct grammar:	Always make the effort to be accurate in using grammar.
Use of clear sequence of thoughts and ideas:	Ensure your thoughts are communicated sequentially. People may have difficulty understanding your spoken message if your thoughts are confused and your words are jumbled.