



**BSBCMM211**

# Apply communication skills

**ACMGEN310**

## Provide reception services for an animal care facility

Assessment 1 of 2

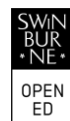
**ASSESSOR GUIDE**

Quiz Questions



ASSESSOR GUIDE

BSBCMM211 Apply communication skills  
ACMGEN310 Provide reception services for an animal care facility  
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## Assessment Instructions

### Task overview

This assessment task includes 9 quiz questions. Read each question carefully before typing your response in the space provided.

To achieve a satisfactory for this assessment, all 9 questions must be answered correctly. This unit of competency consists of 2 knowledge assessments completed in this module.

In addition to the Structured Workplace Learning and Assessment (SWLA). You must complete both sets of assessments related to this unit to be deemed competent



## 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.

## ASSESSOR GUIDE

## Quiz Questions

Question 1: Which of the following is NOT typically included in organisational policies and procedures related to workplace communication in an animal care facility?

- A. Guidelines for appropriate use of email and phone communication
- B. Procedures for escalating concerns to management
- C. Steps for providing feedback to co-workers in a professional manner
- D. Guidelines for feeding schedules and animal nutrition

Question 2: Organisational policies and procedures related to workplace communication include guidelines for resolving conflicts between staff members in a respectful and professional manner.

- A. True
- B. False

Question 3: In an animal care facility, which communication style allows a staff member to express their concerns about animal care clearly while also listening and respecting the opinions of their colleagues?

- A. Aggressive
- B. Passive
- C. Assertive
- D. Passive-Aggressive

Question 4: Effective questioning, listening, and speaking skills are essential in an animal care facility to ensure clear communication and understanding between staff, supervisors, and clients.

- A. True
- B. False

Question 5: When should you refer a client to senior staff in an animal care facility?

- A. When the client asks questions outside of your expertise or authority
- B. When you are too busy to assist the client
- C. When the client requests a basic service, such as booking an appointment
- D. When the client wants to know more about routine animal care products

Question 6: What is the most appropriate first step when dealing with a distressed client in an animal care facility?

- A. Ignore the client until they calm down
- B. Listen to the client's concerns and notify your supervisor**
- C. Tell the client to come back later when they are less upset
- D. Immediately refer the client to a manager without speaking to them

**Question 7: What is the first action you should take when a client makes an initial complaint about a product, service, or staff member in an animal care facility?**

- A. Defend the product, service, or staff immediately
- B. Dismiss the complaint if it seems minor
- C. Listen to the complaint without interrupting and take notes**
- D. Ask the client to submit the complaint in writing before addressing it

**Question 8: When reporting on an animal's welfare or progress in an animal care facility, what information is most important to include?**

- A. Only positive updates about the animal's behaviour
- B. Detailed and accurate observations about the animal's health, behaviour, and any changes**
- C. Your personal opinions on how the animal seems to feel
- D. A summary of how the animal interacts with other staff members

**Question 9: In stock control within an animal care facility, which practice is essential for maintaining accurate inventory levels?**

- A. Only ordering new supplies when they run out completely
- B. Regularly conducting inventory checks and updating stock records**
- C. Relying solely on verbal communication to track stock usage
- D. Storing all supplies in a single location without organisation

Quiz Questions	
Task	9 quiz questions- completed online <input type="checkbox"/>



**Congratulations you have reached the end of Assessment!**

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