

Assessment

**Task 1**

**Articulate, present and debate ideas**

**BSBCRT412**

**Student Declaration**

To be filled out and submitted with assessment responses

◻ I declare that this task and any attached document related to the task is all my own work and I have not cheated or plagiarised the work or colluded with any other student(s)

◻ I understand that if I If I am found to have plagiarised, cheated or colluded, action will be taken against me according to the process explained to me

◻ I have correctly referenced all resources and reference texts throughout these assessment tasks.

◻ I have read and understood the assessment requirements for this unit

◻ I understand the rights to re-assessment

◻ I understand the right to appeal the decisions made in the assessment

|  |  |  |
| --- | --- | --- |
| **Unit Title**  **Unit Code** | | |
| **Student name** |  | |
| **Student ID number** |  | |
| **Student signature** |  | **Date** |
| **Task Number** |  |  |

|  |
| --- |
| **------OFFICE USE ONLY-----**  For Trainer and Assessor to complete:  ◻ Student requested reasonable adjustment for the assessment |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question** | **Marking Sheet - Assessor to complete.**  **Did the student satisfactorily address each question as instructed:** | | | |
| **Completed satisfactorily** | | | |
| **S** | **NYS** | **DNS** | **Comments** |
| **Question 1** |  |  |  |  |
| **Question 2** |  |  |  |  |
| **Question 3** |  |  |  |  |
| **Question 4** |  |  |  |  |
| **Question 5** |  |  |  |  |
| **Question 6** |  |  |  |  |
| **Question 7a** |  |  |  |  |
| **Question 7b** |  |  |  |  |
| **Question 8** |  |  |  |  |
| **Task Outcome: Satisfactory  Not Yet Satisfactory** | | | | |
| **Student Name:** | | | | |
| **Assessor Name**:  **Assessor Signature:**  **Date:** | | | | |

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# **Task 1 – Knowledge Questionnaire**

| **Task summary and instructions** | |
| --- | --- |
| **What is this assessment task about?** | This assessment is a written questionnaire with a mix of objective and subjective questions.  The questionnaire is designed to meet the knowledge required to meet the unit requirements safely and effectively.  The questions focus on the knowledge evidence required for this unit of competency:   * ways in which individuals receive and respond to ideas and information, and factors that influence response * advantages and disadvantages of various methods of communication * organisational or legislative frameworks applicable to subject or format of communication * key features of persuasive communication techniques, including storytelling * methods of researching ideas including:   + desktop research   + consultation with relevant experts * common techniques to tailor comments to audiences. |
| **What do I need to do to complete this task satisfactorily?** | * submit your answers to the questions within the set timeframe, * answer all questions as instructed, * answer all questions using your own words and reference any sources appropriately, * all questions must be answered satisfactorily.   It is advisable to:   * review the questions carefully, * answer the questions using online research and the learning material provided for the unit and by reviewing real or simulated relevant business documentation (such as policies and procedures), * further research the topics addressed in each question. |
| **Specifications** | **You must submit to GOALS the**   * assessment coversheet, * answers to all questions, * references. |
| **Resources and equipment** | * computer with Internet access, * access to Microsoft Office suites or similar software, * learning material |
| **What will the assessor be looking for?** | Your assessor will be looking for demonstrated evidence of your ability to answer the questions satisfactorily, follow instructions, conduct online research related to articulate, present and debate ideas. |
| **Re-submission opportunities** | You will be provided feedback on your performance by the Assessor. The feedback will indicate if you have satisfactorily addressed the requirements of each part of this task. If any parts of the task are not satisfactorily completed, the assessor will explain why, and provide you with written feedback along with guidance on what you must undertake to demonstrate satisfactory performance. Re-assessment attempt(s) will be arranged at a later time and date. You have the right to appeal the outcome of assessment decisions if you feel that you have been dealt with unfairly or have other appropriate grounds for an appeal. You are encouraged to consult with the assessor prior to attempting this task if you do not understand any part of this task or if you have any learning issues or needs that may hinder you when attempting any part of the task. |

## **Answer all the questions below:**

## **Question 1**

**Explain the following communication styles and how they impact communication.**

1. **Aggressive**
2. **Passive-aggressive**
3. **Submissive**
4. **Manipulative**
5. **Assertive**

| **Answer (20-50 words)** |
| --- |
| 1. **Aggressive** |
| 1. **Passive aggressive** |
| 1. **Submissive** |
| 1. **Manipulative** |
| 1. **Assertive** |

## **Question 2**

**From the list above, which is the most effective and why?**

| **Answer (20- 50 words)** |
| --- |
|  |

## **Question 3**

**For each of the following types of communication, identify an advantage and a disadvantage, and what you would do to ensure effective communication.**

| **Communication type** | **Advantage** | **Disadvantage** | **Considerations** |
| --- | --- | --- | --- |
| 1. Verbal |  |  |  |
| 1. Non-verbal |  |  |  |
| 1. Written |  |  |  |
| 1. Visual |  |  |  |

## **Question 4**

**Identify 3 legislations or regulations, and 3 potential organisational requirements. Explain how each impact the subject or format of communication?**

| **Legislations** | **Explanation/impact (20- 50 words)** |
| --- | --- |
|  |  |

| **Organisational requirements** | **Explanation/impact (20- 50 words)** |
| --- | --- |
|  |  |

## **Question 5**

**Explain the following methods for researching ideas. In your explanation provide an example of when you would use that research method.**

| **Desktop research (20- 50 words)** |
| --- |
|  |
| **Consultation with relevant experts (20- 50 words)** |
|  |

## **Question 6**

**Identify 3 persuasive communication techniques. For each technique identify 2 key features.**

| **Technique** | **Key features (10-30 words)** |
| --- | --- |
| 1. |  |
| 2. |  |
| 3. |  |

## **Question 7**

**7a. Explain the role of storytelling in effectively communicating ideas.**

| **Answer (30 - 50 words)** |
| --- |
|  |

**7b. Identify 3 storytelling techniques and provide an example for each.**

| **Technique** | **Explanation and example (30-50 words)** |
| --- | --- |
| 1. |  |
| 2. |  |
| 3. |  |

## **Question 8**

**Identify 3 potential challenges in cross-cultural communication and the techniques (at least 1 for each) you would use to address them.**

| **Challenges** | **Techniques (20 -50 words)** |
| --- | --- |
| 1. |  |
| 2. |  |
| 3. |  |