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| Title | **Use effective communication skills as an assessor** | | |
| Level | **3** | **Credits** | **4** |

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| Purpose | This competency standard covers the skills and knowledge required to use effective communication skills, complete assessment documentation and correspondence and maintain workplace relations as an assessor. |

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| Classification ISCED | 0115 Assessor training |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **B1**. Use effective oral communication skills | **Assessor will be able to:**   1. Use effective questioning, active listening and speaking skills to gather and convey information 2. Listen to candidate’s concerns and extract the required information 3. Encourage, acknowledge and act upon constructive feedback provided by concerned 4. Seek clarification to understand work instructions when required 5. Give feedback to candidates according to Assessor Code of Professional Practice | **Assessor will know and understand:**   1. Communication process, modes of communication, and workplace communication hierarchy (lines of communication) 2. Active listening, open/closed questioning, tone of voice, 7Cs 3. Seeking clarification, giving and receiving feedback, minimizing conflict and tensions 4. Clarification techniques to confirm work instructions 5. Assessor Code of Professional Practice for giving feedback to candidates |
| **B2**. Complete workplace documentation and correspondence | Assessor will be able to:   1. Present written information in clear and concise language to ensure the intended meaning is understood by recipient 2. Complete and present documentation and correspondence within designated time lines 3. Ensure presentation of written information meets organisational standards of style, format and accuracy 4. Complete assessment related forms and documentation in a clear, concise and easy to read format | Assessor will know and understand:   1. Writing style for business purposes 2. Types of workplace correspondence and documentation 3. Organisational standards of style, format and accuracy 4. Use of assessment related forms at workplaces |
| **B3.** Maintain work relationships | Assessor will be able to:   1. Communicate assessment guidelines with colleagues and candidates is conducted in a courteous and helpful manner at all times 2. Share relevant workplace information with colleagues to achieve designated individual and team goals and objectives 3. Complete allocated tasks willingly according to set timeframes 4. Share knowledge with colleagues to assist in building capacity/capability within the team 5. Provide assistance to, and seek from, colleagues to achieve work tasks 6. Use questioning to minimise misunderstandings 7. Identify and avoid signs of potential workplace conflict wherever possible. | Assessor will know and understand:   1. Communication with colleagues and candidates 2. Achieving goals and objectives 3. Characteristics and qualities of effective work relationships 4. Time management 5. Knowledge sharing and assistance to colleagues 6. Use of questioning to minimise misunderstandings 7. Signs of conflict in the workplace |