

OR

Alternative approach

Assessment 3 — Option C — Discussion

Some international visitors will be visiting your workplace for a few days later this year. They have asked if they may also be shown some of the local area.

You and some co-workers have been asked to discuss and recommend places that could be suitable for an afternoon of sightseeing.

Each member of the group should agree in advance to investigate a different local attraction and do some research, making brief notes to refer to during the discussion.

During the discussion each person should present their findings to the group (approximately 2 minutes) and answer questions, listen to ideas from other group members and discuss points made.

Each group member has to speak for a total of at least 5 minutes.

The group could investigate (for example):

- ◆ tours of local factories
- ◆ bus tours of the local area
- ◆ visits to Castles or Museums
- ◆ sporting opportunities
- ◆ shopping opportunities

or any other interesting things that visitors could do.

By the end of the discussion the group should reach some conclusions and agree some recommendations on a schedule for the visitors.

To pass this assessment:

1 Planning the discussion

You will prepare for the discussion by finding out some information and making some notes. After the event you must hand these notes to your tutor as part of the assessment evidence, so make sure that they look professional.

2 Taking part in the discussion

You will take part in the discussion (you have to speak for a total of 5 minutes).

- ◆ The information you present must be accurate and relevant.
- ◆ You must give the important facts and explore other viewpoints.
- ◆ You must be heard clearly by other people in the group.
- ◆ Your ideas must be in a logical order and clearly presented for your purpose and your listeners.
- ◆ You must use language and tone effectively.
- ◆ You must use non-verbal communication suitable to progress and contribute to the discussion.
- ◆ You must show that you can work with others and other people's ideas to progress the discussion.

Take notes about the discussion and any actions or decisions agreed.

Your tutor will fill in details on an observation checklist to show that you meet the required standards.

The discussion may be recorded.

3 Making a record of the discussion

Working on your own, write up a formal record to a professional standard of what was discussed and any decisions that have been made.

Evidence to be submitted:

- ◆ planning notes
- ◆ record of discussion
- ◆ tutor's observation checklist

HR1C 46 Workplace Communication in English (SCQF level 6)

Assessment 3

Sample completed tutor observation checklist — Presentation

Learner's name Jon Bowen Date December 2014

Topic — China Southern Airlines		
Duration — 4 minutes plus 1–2 minutes time for questions.		
Required standard	X or ✓	Comments
Essential information is accurate and relevant to purpose and listeners.	✓	<i>Complex information current and accurate, ideas researched well.</i>
Key elements are identified.	✓	<i>Key facts on strategy and service outlined with authority.</i>
Other points of view are explored.	✓	<i>Appeals to listeners through personal story of service from other travel companies. Analysis of reviews.</i>
Communication is clear and audible.	✓	<i>Heard clearly by all, tone varied to create and keep listeners' interest.</i>
Communication is structured to take account of purpose and audience.	✓	<i>Began with overview. Effective signposting of bullet points to support linking information.</i>
Ideas are organised and presented clearly.	✓	<i>Ideas presented clearly in a logical order.</i>
Language and tone are used effectively.	✓	<i>Formal enough for a business setting, but explained ideas simply. Tone suitable for audience, meaning understood by all.</i>
Non-verbal skills promote and progress communication.	✓	<i>Good eye contact, positive. A little nervous at the start but mainly confident expression/tone of voice.</i>

Required standard	X or ✓	Comments
Responses to the contributions of others progress interaction.	✓	<i>Good responses to questions/comments – encouraged input from others by relating to and describing good and poor service.</i>
Written record is accurate and professional.	✓	<i>Attached – plan and evaluation review.</i>
Achieved (✓)/Not achieved (X)		

Tutor's signature Chris Whyte

Date December 2014