

Sfrito Assessment Guideline

Unit 1307

Version 4: Level 3: Credit 3

Interpersonal Communication

**Present ideas and information orally
to a specified audience in a
predictable situation**

Activity

Evidence observed in workplace

Purpose statement:

People credited with this unit standard are able to:

- give an informative talk to a specified audience in a predictable situation
- deliver a prepared social speech of welcome, farewell, or congratulations to a specified audience in a predictable situation.

Special Notes:

1. Body language is defined as using non verbal cues to communicate with others.
2. Predictable situation:
The situation is unambiguous and follows a logical or known format.
3. Voice modulation for hearing impaired people will be demonstrated through a sign language interpreter voicing the message of the signer.

Element 1: Give an informative talk to a specified audience in a predictable situation.
Range: length - no more than four minutes.

Task: Practical.

Speaker has time to prepare/ write/practice talk

Performance Criteria		Evidence
1.1	The subject of the talk is identified from personal interest and audience needs.	<ul style="list-style-type: none"> - Candidate selects their own subject/text based on personal interest - the subject of the talk stands alone, no-one in the audience needs any special explanation to the subject
1.2	The talk is prepared to meet audience requirements.	<p>Audience identified and talk is written to include their needs, for example:</p> <ul style="list-style-type: none"> - Uses language that audience understands e.g. text not too difficult, basic, obscure, jargon based, slang or offensive - Relevant subject e.g. if talking to fitness people then do not talk about how to operate a tractor - Interests audience and does not extend over the time allowed for talk.
1.3	Visual aids and demonstrations used to complement the talk are clear with equipment used in accordance with manufacturer's specifications.	<ul style="list-style-type: none"> - may hold notes but not directly read out aloud from them, glance at only to prompt and direct. - Uses visual aids or demonstrations - aid must relate to and appropriate topic - does not distract audience so they detract from the message - fluidity allows the listener to be able to follow concepts, skills, ideas, stories with ease - order must be evident with the use of some measurement be it time, logic, skill progression, lesson sequence or ideas/concept
1.4	Spoken and non-verbal communication, voice modulation and projection fit the context, subject matter, and audience.	<ul style="list-style-type: none"> - displays confidence with standing tall (uses no artificial support – unless disabled), distance from audience appropriate - no leaning, free from all support, proxemic correct - face up attempting eye contact -must view around 5 times and have eye contact at least five times - emphasis on key words/phrases - pitch volume, pause, pace are appropriately used

1.5	<p>Audience feedback is responded to, using established feedback guidelines.</p> <p>Range:verbal, non-verbal. The subject of the talk is generated by personal interest and audience need.</p>	<p>Audience demonstrates active listening skills by:</p> <ul style="list-style-type: none"> - looking at the speaker, nodding, facial expressions acknowledging agreement/disagreement - open body language and faces the speaker - may ask questions at the completion of the delivery.
<p>Element 2: Deliver a prepared social speech of welcome, farewell, or congratulations to a specified audience in a predictable situation. Range: length - no more than two minutes.</p>		
<p>Task: Practical</p>		
<p>Performance Criteria</p>		<p>Evidence</p>
2.1	<p>The speech is prepared to meet audience requirements.</p>	<ul style="list-style-type: none"> - no unnecessary jargon, what is used is appropriate and explained, but not detracting from the message/text
2.2	<p>The content and tone are suited to the situation, occasion, and relationship with the audience.</p>	<ul style="list-style-type: none"> - content and language is relevant, appropriate to audience - if the person being addressed invites a style the speaker should reflect this in their delivery - language is formal, content directly reflects topic of address, no expletives - use of relevant language to reflect audience is allowable if it is not the majority of the speech
2.3	<p>The structure and length of the speech are suited to the occasion.</p>	<ul style="list-style-type: none"> - salutation, title used –Mr/s/Ms ..., uses group acknowledgement ‘we’, has reference to self in part ‘I believe/found..’, speaks ‘on behalf’ of the group, asks group to show their appreciation/thanks - has at least one point of interest/focus that draws on relevant content to the person/s being addressed - length reflects respect and active listening/ research /preparation

2.4	<p>Vocabulary, structure, non-verbal communication, articulation, voice modulation and projection fit the situation, occasion, content, and relationship with the audience. Text is appropriate to the group and takes no more than two minutes.</p>	<ul style="list-style-type: none"> - voice has strength, use of pause and pace effectively, emphasizes key words, inflexion evident and correctly used - shows an open body language with friendly gesticulation, e.g. arms uncrossed, open facing palms, front of body shown to audience and person being addressed. - moves to front of group, unless in a circle group, but still stands to be clearly seen by all(to give them focus) - uses height and position within room and towards audience and person being addressed correctly i.e. unless height would be offensive/intimidating - structure/format is appropriate to audience and person being addressed
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Unit 1307v4 Checklist

Present ideas and information orally to a specified audience in a predictable situation

Assessor Name: _____

Organisation Name: _____

Element 1: Give an informative talk to a specified audience in a predictable situation.

1.1	The subject of the talk is identified from personal interest and audience needs.	
1.2	The talk is prepared to meet audience requirements.	
1.3	Visual aids and demonstrations used to complement the talk are clear with equipment used in accordance with manufacturer's specifications.	
1.4	Spoken and non-verbal communication, voice modulation and projection fit the context, subject matter, and audience.	
1.5	Audience feedback is responded to, using established feedback guidelines. Range: verbal, non-verbal. The subject of the talk is generated by personal interest and audience need.	

Element 2: Read a short text aloud to a specified audience in a predictable situation.

2.1	The speech is prepared to meet audience requirements.	
2.2	The content and tone are suited to the situation, occasion, and relationship with the audience.	
2.3	The structure and length of the speech are suited to the occasion.	
2.4	Vocabulary, structure, non-verbal communication, articulation, voice modulation and projection fit the situation, occasion, content, and relationship with the audience. Text is appropriate to the group and takes no more than two minutes.	

DATE	CANDIDATES SIGNATURE	ASSESSORS SIGNATURE	C/NYC

Comments:

Note: the assessor needs to ensure **sufficiency** of performance and knowledge. Therefore the assessor needs to know that the Candidate has performed the tasks competently many times before and will be competent in the future. Ticking/ dating the boxes more than once, having 2 checklists for different assessment occasions or observing workplace performance over a period of time can show this.