Trainee Assessment

Listen to gain information

<table>
<thead>
<tr>
<th>Unit standard</th>
<th>Version</th>
<th>Level</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>11097 Listen actively to gain information in an interactive situation</td>
<td>4</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

Your name: 

Your workplace: 

Your date of birth: 

NSN number (if you know it): 

Declaration

- I was told about and understand the assessment requirements and appeals process.
- I have prepared my answers myself.
- Any evidence I have provided as my own, I produced myself.
- I understand that this assessment may be used for moderation and quality control purposes.
- I understand that when I achieve this unit standard my result will be registered with the New Zealand Qualifications Authority.

I confirm the above declaration:  Yes [ ]  No [ ]  Date: 

[Company Logo]
Assessment summary (completed by assessor)

Trainee’s performance summary

<table>
<thead>
<tr>
<th>Assessment tasks</th>
<th>Assessor’s signature</th>
<th>Date achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task 1: Demonstrate active listening techniques</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Unit standard results

I have assessed the trainee and confirm that the requirements have been met to demonstrate competency in:

<table>
<thead>
<tr>
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<th>Version</th>
<th>Level</th>
<th>Credits</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>11097 Listen actively to gain information in an interactive situation</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>✓</td>
</tr>
</tbody>
</table>

Assessor’s name:                      Assessor’s number:
Signature:                             Date:
Trainee information

Before you start

- The assessor/observer will talk about what you need to do.
- You may have been observed doing some of these tasks already, or there may be workplace documents you have completed, such as a workplace incident report, which documents what you have done at work.
- You may bring evidence of what you have done already, such as your induction training log, or proof of competency from a course you have completed, eg a marked assessment or project. This may be recorded as evidence.

As you go

- Answer all questions.
- Follow the instructions for each task.
- Your assessor or observer will complete the observation form in this assessment when they observe your work. Sometimes they may ask you to do a specific task or ask a question about what you are doing.
- If you need help with this assessment, please contact your assessor.

When you finish

- Make sure you have completed any parts where the assessor/observer has said you need to do more work.

Appeals

If you wish to appeal against the assessment result or process, talk to your assessor.

If you are still not satisfied, you can appeal to Careerforce by completing the assessment result appeal form. You can find this form online at www.careerforce.org.nz/contact/forms

Feedback

Careerforce regularly reviews our assessment and learning resources. As a user, we would appreciate feedback on how you found it. Feedback can be provided to Careerforce via:

- our online feedback form at www.careerforce.org.nz/contact/resource-assessment-feedback
- email to info@careerforce.org.nz
Definitions

The word trainee in this assessment refers to you, the person being assessed. Other terms that may be used are candidate, student or employee.

A workplace assessor or assessor is the person who will assess you.

An observer is someone who understands the assessment, works closely with you and can confirm that you have performed the task competently.

Active listening techniques may include attending, paraphrasing, summarising, questioning, reflective listening, responding to non-verbal cues.

Attending means to listen or watch carefully.

Explanatory notes

Assessment again this unit standard must involve two interpersonal communication situations between two people. These situations may involve problem-solving situations, listening to instructions or any other situation.
Task 1: Demonstrate active listening techniques

For this assessment task you will need to show your workplace observer that you can demonstrate active listening techniques to gain and respond to information in two different workplace situations.

Your two situations may involve problem-solving situations, listening to instructions or other workplace situations.

For each situation you must show that:

- your responses to non-verbal cues fit the situation.
- you clarified information by paraphrasing, summarising and questioning.
- you analysed information to determine content, and you recalled the message to check for accuracy and meaning.
- your responses, in terms of actions, matched the purpose of the interaction.
- the language and protocols in your responses were appropriate to the cultural situation.
- you responded to the emotions of the person by speaking in a way that fitted the situation and the subject matter.

Your observer will complete the following two observation forms and may ask questions about what you are doing or what you have done previously. They may have recently seen you do one or more of these tasks. If so, they can record on the form evidence previously seen, heard, documented or filed.

Before you are assessed make sure you know:

- your organisation’s policies and procedures.
- any instructions for moving people in their personal plan.

Read the observation form to make sure you cover all requirements and know how your performance will be assessed.
## Observation

The trainee must do the following tasks.  
The observer/assessor may also use this column to record comments.

<table>
<thead>
<tr>
<th>Task</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>The trainee needs to have demonstrated active listening techniques to gain and respond to information in <strong>two</strong> different workplace situations.</td>
<td></td>
</tr>
<tr>
<td><strong>Situation One</strong>: Provide a brief summary of the workplace situation where the trainee demonstrated active listening techniques.</td>
<td></td>
</tr>
<tr>
<td>For <strong>Situation One</strong> the trainee must have being observed doing the following tasks:</td>
<td></td>
</tr>
<tr>
<td>• responded to non-verbal cues in a way that fitted this situation.</td>
<td></td>
</tr>
<tr>
<td>Please comment:</td>
<td></td>
</tr>
<tr>
<td>• clarified information by paraphrasing, summarising and questioning.</td>
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- ensured the language and protocols in their responses are appropriate to the cultural situation.
  
  Please comment:

- responded to the emotions of the person speaking in a manner that fitted the situation and the subject matter.
  
  Please comment:

Observation comments from the observer or assessor

If you are an observer, please give your details as the assessor may wish to contact you.

<table>
<thead>
<tr>
<th>Observer’s name:</th>
<th>Designation:</th>
</tr>
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<tbody>
<tr>
<td>Signature:</td>
<td>Date:</td>
</tr>
<tr>
<td>Contact details</td>
<td></td>
</tr>
<tr>
<td>(phone/email):</td>
<td></td>
</tr>
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### Observation

**The trainee must do the following tasks.**

The observer/assessor may also use this column to record comments.

<table>
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The trainee needs to have demonstrated active listening techniques to gain and respond to information in **two** different workplace situations.

**Situation Two:** Provide a brief summary of the workplace situation where the trainee demonstrated active listening techniques.

<table>
<thead>
<tr>
<th>Please comment:</th>
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</table>

For **Situation Two** the trainee must have being observed doing the following tasks:

- responded to non-verbal cues in a way that fitted this situation.
- clarified information by paraphrasing, summarising and questioning.
- analysed information to determine content, and recall the message to check for accuracy and meaning.
- ensured their responses, in terms of actions, matched the purpose of the interaction.
- ensured the language and protocols in the responses are appropriate to the cultural situation.

Please comment:

- responded to the emotions of the person speaking in a manner that fitted the situation and the subject matter.

Please comment:

### Observation comments from the observer or assessor

If you are an observer, please give your details as the assessor may wish to contact you.

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### Task 1: Assessor’s feedback to trainee

When the assessor agrees that you have completed this task successfully, they will sign it off on the assessment summary page at the front of this assessment.