PICTON HIGH SCHOOL

Creating Opportunities Achieving Success

YEAR 12 HSC WORK STUDIES

Task 2: Report- Workplace Communication

Due Date: Wednesday 7th March 2018 - 3.20pm –Week 6 Term 1	**Assessment Name:** Report- Workplace Communication
Mark: /20	**Weighting:** 40%

SYLLABUS OUTCOMES TO BE ASSESSED:
2. **Examines** different types of work and skills for employment
5**. Communicates** and uses technology effectively
6.**Applies** self-management and teamwork skills
7.**Utilises** strategies to plan, organise and solve problems

DIRECTIVES TO BE ASSESSED:
Examine-inquire into
Communicate- share or exchange information, news or ideas
Apply- use, utilise, employ in a particular situation
Utilises-make practical and effective use of.

TASK DESCRIPTION:
You are an Administration Clerk. You have had a long and exhaustive day at work and have just packed up ready to go home as it is about 5pm.You drop by the warehouse on your way out to leave an urgent message for the manager. As you leave the warehouse, a semi-trailer pulls up and the driver gets down from his seat and says
" Hey you, wog face, come over here and open the main gate. Get a move on or I'll have to smack your big fat arse".

1. **Examine** the skills needed in dealing with this difficult colleague by working in pairs. You will need to write a response to this person in dialogue form, and **apply** your appropriate **communication** skills to resolve this situation politely.
2. **Communicate** in report format, using technology, the following:
   - What type of harassment is this and who would you report it to in the workplace?
   - Under what circumstances, if any, would you ignore this behaviour?
3. Develop a complaints handling form that **utilises** the gathering of information to solve the problem.

ASSESSMENT CRITERIA AND CHECKLIST:
You will be assessed on your ability to:
1. Work in pairs to develop in dialogue form a conversation between the Truck Driver and the Administration clerk.
   Document the conversation using technology ie. Word Document
   Ensure the conversation is resolved politely
2. Write in report format using sub headings, underline main headings, dot points, bold text, the type/s of harassment in this scenario.
   Who the harassment should be reported to
   If it is acceptable to ignore this behaviour
3. Develop a form that employees can complete if they are harassed in the workplace.
   Include such information as: Name, job title, date of incident, who incident was reported to, what happened etc

MARKING GUIDELINES

Guideline	Mark/Grade
- **Examines** comprehensively the skills needed for employment when working with difficult colleagues that **applies** to the scenario.	9-10
- **Examines** in detail the skills needed for employment when working with difficult colleagues that **applies** to the scenario.	7-8
- **Examines** the different skills needed for employment when working with difficult colleagues that **applies** to the scenario.	5-6
- **Examines** basically the skills needed for employment when working with difficult colleagues that **applies** to the scenario.	3-4
- Lists the skills needed for employment when working with difficult colleagues that **applies** to the scenario.	0-2
- **Communicates** through report format (including all of the following : sub headings, underline main headings, dot points, bold text)both scenario responses comprehensively using appropriate technology (eg. Word document)	5
- **Communicates** through report format (including most of the following : sub headings, underline main headings, dot points, bold text)both scenario responses comprehensively using appropriate technology (eg. Word document)	4
- **Communicates** through report format (including some of the following : sub headings, underline main headings, dot points, bold text)both scenario responses comprehensively using appropriate technology (eg. Word document)	3
- **Communicates** through report format (including a limited amount of the following : sub headings, underline main headings, dot points, bold text)both scenario responses comprehensively using appropriate technology (eg. Word document)	2
- **Communicates** using a word document (including some of the following : sub headings, underline main headings, dot points, bold text)both scenario responses comprehensively using appropriate technology (eg. Word document)	1
- Comprehensively **utilises** the gathering of information to organise and solve a problem - Extensively **utilises** the gathering of information to organise and solve a problem - Satisfactorily **utilises** the gathering of information to organise and solve a problem - Attempts to **utilise** the gathering of information to organise and solve a problem - Makes little to no attempt to **utilise** the gathering of information to organise and solve a problem.	5 4 3 2 1