

CHCCOM003

Develop workplace communication strategies

Assessment

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# CHCCOM003 Develop workplace communication strategies

This unit describes the skills and knowledge required to develop communication protocols for a team or a business unit. This unit applies to workers responsible for overseeing the communication of organisation-specific information to a range of internal and external stakeholders.

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

* use of suitable facilities, equipment and resources, including use of real workplace policies and procedures
* modelling typical workplace conditions, including:
* interactions with clients and co-workers from a range od diverse backgrounds
* presentations to groups of at least 3 people
* typical workplace reporting processes
* use of presentation media

# How to work through this assessment

This assessment is designed to assess your performance of competency for the unit *CHCCOM003 Develop workplace communication strategies.* Your assessor or workplace supervisor will help you fully understand assessment requirements for this unit. The features of this assessment are detailed in the following table.

|  |  |
| --- | --- |
| Feature of the assessment resource | Explanation |
| Assessment information and scope | This section provides details of the unit of competency covered, setting out information about the aims of the unit, what areas are covered, how the assessment tasks must be completed and how the assessment is conducted. |
| Assessment tasks | This section outlines the assessment tasks in detail, including the relevant documentation you need to complete and submit along with your assessment tasks. |
| Record of assessment | As you progress through the assessment tasks, your assessor will use the record of outcome to confirm your performance and provide relevant advice and feedback. |

Before you commence your Assessment tasks, you should review the information provided by your training organisation about assessment. You should not commence your Assessment tasks until you have read and understood this information. Your training organisationmust also provide information about assessment while on practical placement, including specific timelines.

# Assessment information and scope

|  |  |
| --- | --- |
| **Who is the assessment designed for?** | The assessment is designed for candidates to demonstrate their competency having completed formal learning experiences in this unit. Assessment may occur in real and/or simulated work environments. Candidates may be undertaking the unit in a range of learning situations, including private study, via a traineeship arrangement or via other workplace-supported means.  |
| **What are the aims of the assessment tasks?** | This unit describes the skills and knowledge required to develop communication protocols for a team or a business unit.This unit applies to workers responsible for overseeing the communication of organisation-specific information to a range of internal and external stakeholders.The key outcomes are:* develop communication strategies
* establish communication protocols
* promote the use of communication strategies
* review communication practices
 |
| **Prerequisites and co-requisites** | There are no prerequisites or co-requisites for the unit.  |
| **Legislative and licensing requirements** | The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice. |

**Assessment tasks**

To demonstrate competency for this unit, you must successfully complete the followingassessment tasks.

|  |  |
| --- | --- |
| **Complete the following task** | Part C – Simulated Activity/ObservationYou will demonstrate your skills and knowledge in a simulated workplace environment. |
| **Refer to the *NIET Skills Workbook* for this unit** | Practical placementYour performance will be assessed in the workplace.**NOTE: If Part C- Simulated Activity/Observation is satisfactorily completed, there is no need for the performance evidence to be observed in the workplace.** |

# Resubmissions

If you are marked not yet satisfactory for a task, you will be given the chance to resubmit. You will have up to three opportunities to resubmit each assessment task. If, after the third attempt, the assessment is still not satisfactory your trainer/assessor will make alternative arrangements for assessment. To make an appeal about an assessment decision, refer to the assessment appeals process in the Student Handbook

# Authenticity Requirements

Copying or passing off someone’s work as your own is a form plagiarism and may result in a participant’s exclusion from a unit or the entire course.

The following activities will be considered plagiarism:

* Presenting any work by another individual as one's own intentionally or unintentionally
* Handing in work copied from another student.
* Presenting the work of another individual or group as their own work.
* Handing in work without the adequate acknowledgement of sources used, including work taken totally or in part from the internet

# Part C – Simulated Assessment / Observation CHCCOM003

|  |  |
| --- | --- |
| **Purpose** | To complete the Performance Evidence requirements for CHCCOM003Develop workplace communication strategies, the candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has: * developed and presented 1 new communication strategy and associated protocols for a business unit or team
* developed and implemented 1 strategy for using digital media to provide information and promote organisation to clients

Assessments conditions of the unit require that skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:* use of suitable facilities, equipment and resources, including use of real workplace policies and procedures
* modelling typical workplace conditions, including:
* interactions with clients and co-workers from a range of different backgrounds
* presentations to groups of at least 3 people
* typical workplace reporting processes
* use of presentation media

Your assessor will assist you in working through the simulated activities that meets all of the above performance evidence requirements.**Note: Upon successful completion of Part C, the performance evidence requirements of this unit are not required to be demonstrated in the workplace.** |
| **Conditions of the Simulated Activity** | **This simulated assessment consists of two parts, namely:****1. Simulated Activity Task 1 – Develop communication strategies****2. Simulated Activity Task 2 – Develop and implement a communication strategy using digital media**The Simulated Activities consists of written tasks, oral presentations, role play and implementation of digital and electronic media. Templates that have been provided must be completed and submitted to the Trainer/Assessor as required. Other tasks may be observed and assessed in the classroom through role-play and the assessor may choose to use a video camera to record the activities.* If the simulated activities will be performed externally or off campus, video recording of the activity will be required to be arranged by the student.
* Any additional materials used such as scripts, guidelines, projects, etc, may also be submitted as additional evidence.
 |
| **Assessor Requirements** | * Inform student about the assessment method, processes and tools including instructions on how to submit evidence i.e. video recording of the activity
* Inform student of the requirements of the Simulated Activities including physical environment, additional materials, characters/actors
* Inform the student of what is going to be observed and assessed.
* Give students adequate information about the role they are to undertake and the significance of the activity
 |

**Simulated Activity 1: Develop a communication strategy**

**Task 1 - Develop a communication strategy**

**Task 2 – Presentation of communication strategy and protocols**

**Simulated Activity 1- Task 1**

Consider the scenario below and develop a communication strategy to address the needs of the organisation, the staff and clients. Use the templates provided below.

**Instructions to student:**

* Research will be required on current trends affecting community services industry specifically the homeless, to complete the PEST, SWOT analysis and components of the communication plan.
* Fictitious characters may be created, and assumptions can be made as required.

|  |
| --- |
| **Scenario**You have recently been appointed as a team leader in a community outreach centre. The centre provides case management, counselling and practical support to people who are homeless or at risk of becoming homeless. Many of the people receiving services have a mental illness or have issues with drugs or alcohol. Staff members work across multiple sites and typically spend some time in the office and some time out working directly with the people they provide services to. Staff come from a variety of cultural backgrounds. The stated vision of the organisation is ‘Quality support by people who care’. A recent communications survey in the workplace found that there is poor recording of client confidential details, a lack of understanding of legislation about communications records and frequent cases of staff complaining they had not been told about changes in the workplace that affected them. In one significant case, a staff member learnt that the organisation was moving offices by reading the local newspaper rather than hearing about the change at work. You have been asked by senior management to develop a communications strategy for your organisation. |

|  |
| --- |
| **Communication Strategy** |
| 1. **Statement of Purpose**
 |
| *Write a short statement about why the Centre has decided to develop a communication strategy. What do you hope to achieve through your communications?* Since discovering that there is inadequate communication recording of client sensitive facts, the Centre has chosen to adopt a communication plan. Implementing a communication strategy enables employees to resort to a defined plan when interacting with senior management, colleagues, and, of course, the client. A communication plan also guarantees that everyone engaged in the case has enough knowledge to communicate, that there is consistency in the workplace, and that there is no ambiguity.Working in harmony to accomplish the desired change and having understanding in every circumstance that may arise in the workplace is what I aspire to achieve via communication. This heinous behaviour is more likely to spark change.The centre has a number of issues relating to a weak communication network, which has had a severe influence on service delivery. To assist in finding a solution to this problem, the centre decided to develop strategies that will be implemented to improve communication among various stakeholders within the centre, allowing the centre to realise its vision of providing quality support by people who care about the homeless population.Furthermore, most communication strategies involve the following components:* A succinct explanation of the scenario analysis
* Segmentation of the audience
* The use of programme theory to guide strategy development
* Goals for communication
* Approaches to accomplishing goals
* Positioning yourself for the desired transformation
* Messages and benefits that inspire desired change
* Channels of communication used to transmit messages
* Plan for Implementation
* Plan for monitoring and assessment
* Budgets
 |
| 1. **Current Situation**
 |
| *Briefly describe your centre, what it does and what it is working towards. Outline what the current situation is for your centre – this may include any internal or external factors, or areas of success in the last five years. Complete a PEST analysis and a SWOT analysis found below.***PEST Analysis***This is a tool to help map the external factors, both good and bad, that may impact on the success of the centre. Using the template below, identify the different factors that can affect your centre.*

|  |  |
| --- | --- |
| **Political***(e.g. current political agenda, legislation and regulations affecting your industry)*The centre has government assistance to carry out its tasks as described above, but it is encountering obstacles due to misunderstandings in legislation as well as frequent workplace changes with no effective communication to the personnel.This can be caused by various external influences.All of these political-related issues must be resolved in order for the organization's aims to be realised. | **Economic***(e.g. Economic growth, unemployment rates, funding,cost of living and housing)*It is clear that there is a lack of economic growth among the population, as well as a lack of fundamental requirements such as housing and social facilities.There is a possibility of significant unemployment and resource mobilisation in the area.This is why the group is attempting to assist in addressing these economic difficulties. |
| **Social***(e.g. change in community, division of wealth, population growth rates, social trends/ values)*The majority of community members receiving assistance are extremely poor, and some are homeless, necessitating strict monitoring, and the number is expanding with time.The issue of mental health is intimately linked to high levels of illiteracy, making it difficult to connect with communities.The aspect of socioeconomic classes can sometimes make it difficult to deliver services in a community if the members are not fully cooperating. | **Technological***(e.g. technological changes and updates)*The community's access to technology is severely limited due to a lack of resources, provisions, and knowledge.There is a change aspect being led by the organisation in order to introduce reforms that will pave the path for technology to advance. |

**SWOT Analysis***This is a tool to help map the internal and external factors that may impact on the success of the centre. Using the template below, identify the different factors that can affect your centre’s communication*.

|  |  |  |
| --- | --- | --- |
| **Internal** | **Strengths***(e.g. location, reputation, quality of service, affordability)*The organisation has competent workers who are eager to contribute to the achievement of the organization's goals; the organization's management is transformational and eager to improve the company's management and communication networks; and the workers provide excellent service.The centre is at an excellent location that is easily accessible to the public. | **Weaknesses***(e.g. lack of experience, no time, isolated, similar services compared with competitors)\*Workers have a weak communication network, and there is a lack of teamwork in work and time management. |
| **External** | **Opportunities***(e.g. collaboration/partnership, increased demand)*Partnerships with the government and other like-minded organisations are possible; resources are accessible within the community that only require official clearance to be used by the organisation to boost service delivery; and the populace is cooperative and hence simple to help. | **Threats***(e.g. new services in the area, competitors have* *more resources)*There is a threat in dealing with individuals of the community who have mental disabilities. Other risks include external finance, resource availability, and mobility to new regions. |

 |
| 1. **Communication objectives**
 |
| *It is important for your centre to know why it is communicating. Your communication objectives should reflect what your organisation wants to see for its internal and external stakeholders.* To be able to effectively communicate inside the organisation in order to boost work efficiency. Understanding the population and communicating successfully with them to make service delivery easier.To promote effective and diverse communication with external stakeholders in order to participate in productive relationships and provide assistance to the organisation. |
| 1. **Key audience/stakeholder**
 |
| *Identify the key audience for your communication – both internal and/or external stakeholders of the centre. What are their information and communication needs?*The core audience consists of the organization's employees, the customers, who in this case are the homeless individuals in the communities, and expected partners, which may include the government. Better communication networks should be used to reach out to these people. |
| 1. **Key message/s**
 |
| *Identify the key message/s you wish to tell each of your audience groups in relation to your communication objectives.* *For example, if your service users want to know what your organisation offers,your message to them will be: We provide accommodation support and a range of quality health support services.*The key messages will include how to improve our communication network among workers to improve service delivery, clients, and stakeholders, how to form better partnerships with different stakeholders who share the same interests as this organisation, how to overcome challenges affecting the organisation, and measures to ensure the organization's vision and goals are met. |
| **6.Barriers/Critical success factors** |
| *Identify any barriers to communication and outline how these can be resolved.*Workers inside the organisation are suffering as a result of poor communication networks.Problems with drug misuse and mental illness in the populace make it difficult to communicate with the people.Cross-cultural issues among employees and clients might lead to misunderstandings.Failure to obtain external assistance from the anticipated stakeholders.These issues may be overcome by providing a suitable communication network among the three primary audiences, understanding cultural variations, and understanding the literacy condition of the people while communicating. |
| **7. Key communication methods** |
| *Identify the best way to communicate with each key stakeholder above. Consider the example provided below:*

|  |  |  |
| --- | --- | --- |
| **Stakeholder** | **Key messages** | **Key communication methods** |
| *Service Users/Clients* | * *We provide accommodation support and a range of quality health support services*
 | * *brochures*
* *website*
 |
| *Clients* | * *Get to register and we shall assist you in provision of basic needs especially a better hosing and home identification.*
 | * *Vocal/ Face to face communication, simple banners*
 |
| *Staff* | * *We will be having a session on the better communication channels within our organization*
 | * *Text messages, letters, Social media platforms.*
 |

 |
| **8. Communications Plan** |
| *Once you have identified the key activities, set out a plan. This may include what you will do, what you need, when you will do it by and who is responsible for it.* *Complete the* ***Communication Plan Template*** *provided below.* |
| **9. Evaluation** |
| *Identify different ways to test whether each of your communications are working.* *For example, the number of Facebook likes or shares on a post, or the number of stories that you have collected. Where possible, set benchmarks so you can track your progress.*Proper communication in the workplace is a basic necessity for all organisations and businesses. Despite this, various companies and industries are facing communication issues; as a result, there is a standardisation of communication tactics to assist in solving this problem. The methods will aid in the development of improved communication networks, as well as better communication policies and advancements in communication channels. A communication strategy is vital in the workplace because it establishes clear guidelines for employees to communicate ideas with their managers, coworkers, and clients or customers in order to achieve better results. It contributes to sufficient information circulation and uniformity at work.  |

**Communication Plan Template:**

A communication plan indicates the key communications activities, budget, responsibilities and timelines allocated to delivering the strategy.

**Budget**

|  |  |
| --- | --- |
| **Activity / Item** |  **Budget estimate$ inclusive of GST** |
| Research | $500 |
| Professional fees | $100 |
| Marketing materials (brochures, leaflets) | $250 |
| Hardware/software | $50 |
| Stationery, office supplies, printing | $50 |
| Media | $500 |
| Events  | $500 |
| Evaluation | $20 |
| Other | $200 |
| **TOTAL** | **$2170** |

**Communication Plan Template:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Target audience:** **Who will be informed?** | **Communication method: How will they be informed?** | **How much will it cost?** | **Who is responsible?** | **By when?** | **Status: Commenced/On-going/Complete** |
| *Example: Serviceuser/client* | *Announcement on the website* | *$* | *Marketing manager* | *End of the month* | *Commenced* |
| **Clients** | **Announcement on roadshows** | **$500** | **All assigned workers** | **End of the month** | **Commenced** |
| **Staff** | **An internal memo** | **$50** | **Center Secretary** | **Second week of the month** | **Ongoing** |
| **Stakeholders** | **Announcement on the website** | **$100** | **The website manager** | **Beginning of the month** | **Complete** |

**Simulated Activity 1-Task 2**

Once the Communication Strategy in Task 1 has been completed, the student must present the strategy to a group of 3 people together with associated processes and protocols to support the strategy.

**Simulated Activity 1–Task 2 A: Protocol**

Select two (2) methods of communication you have identified in your communication strategy in Task 1 and identify the required protocols and communication channels that will apply for the implementation of the strategy. Ensure that protocols address any identified barriers to communication.

Use the template provided below and consider the example provided.

**Protocol template**

|  |  |  |
| --- | --- | --- |
| **Communication method** | **Protocol** | **Communication channel** |
| *Example: Monthly Staff meetings* | *For staff who cannot physically attend due to physical location, they can join the meeting that must always be available on an online medium such as Zoom or Microsoft Teams meeting.* | *Department Manager’s office will issue Outlook invitations for meetings to their staff.* |
| 1. Face to face communication with the clients
 | The staff members designated to go out and organise the population will address the concerns programmed by the organisation to the masses in the simplest languages and channels for easy understanding. | Banners and voice messengers will be used to promote the sessions. |
| 1. Virtual meeting sessions
 | Members will attend virtual meetings to save time and other constraints. | Notifications will be sent via social media platforms as well as SMS messaging. |

**Simulated Activity 1 - Task 2 B: Role Play - Presentation of Communication Strategy**

You are now ready to present the communication strategy and associated processes and protocols to your team. You can choose your own presentation media (PowerPoint, videos, combination of several media, etc).

**Physical environment, equipment and documentation required:**

* A meeting room with appropriate chairs and table
* Hard copy of Communication Strategy for distribution to the team members

**Characters:**

* You (the student), the Team Leader
* Your Manager
* 2 co-workers/team members, preferably from diverse backgrounds

**Instructions for you, as the Team Leader (student)**

* As the lead presenter, you need to use effective oral and written communication and use visual tools as required.
* Be prepared to answer questions from team members.
* Ask for feedback after the presentation and identify opportunities for improvement.

**Instructions for Manager and team members**

* Prepare at least one question each regarding the communication strategy
* Provide feedback regarding the communication strategy and/or the presentation

**Simulated Activity 2 – Digital Media Strategy**

Using the same scenario in Simulated Activity 1, choose a digital media that the centre can use to provide information and promote the organisation to clients.

**Simulated Activity 2- Task 1**

Develop the digital media strategy. Use the template below to record the components of the strategy

**Simulated Activity 2 - Task 2**

Implement the communications strategy using digital media and submit the project to your Trainer/Assessor in a format that can be assessed, recorded and stored as evidence.

|  |
| --- |
| **Digital Media Strategy** |
| Who is the audience that you are developing the digital strategy for?Clients, stakeholders, or employees of the company might all be part of the audience. |
| What information about the organisation do you want to include in your communication?To inform both parties about the organization's aims and vision, to give employees with information on improved communication networks, to advocate to stakeholders for the prospect of forming partnerships, and to offer adequate guidelines for population assistance. |
| What are the goals of the strategy?To develop the best communication networks, to utilise communication to improve the organization's efficiency in service supply, and to apply good negotiating skills to build partnerships with various stakeholders. |
| Strategy design (types of media, how information is sent)The usage of social media tools such as emails, websites, and messaging. |
| Who will develop the digital design?Within the organisational framework, the department of communication and ICT. |
| When will this information be communicated?According to communication plans and programmes, the first of the month. |
| Who will distribute the information?Workers in information management in the centre. |
| Feedback methodology from implementation If effective communication techniques are used, the communication will always provide positive outcomes. This involves suitable channels, which generates a better communication network, and therefore positive feedback should be achieved. |

CHCCOM003: Develop workplace communication strategies

Observation Checklist – Simulated Activity 1 & 2

(Assessor to complete)

|  |  |  |
| --- | --- | --- |
| **During the simulated activities, the candidate was observed consistently demonstrating the following criteria:** | **Satisfactory** | **Unsatisfactory** |
| **Develop communication strategies** |
|  O1  | Use of feedback channels, tools and reports to identify information needs of internal and external stakeholders |  |  |
|  O2  | Conduct proper research on current information regarding the organisation and its competitors |   |   |
|  O3  | Use analysis tools to identify factors that may impact the communication strategy |   |   |
| O O4 | Identify opportunities to improve internal and external communication |   |   |
| O O5 | Identify key messages and effective communication methods and strategies to communicate these. |  |  |
| O O6 | Identify barriers to communication and present ways to resolve issues |  |  |
| O O7 | Develop a communication plan with activities, budget, responsibilities and timelines allocated to delivering the strategy.  |  |  |
| **Establish communication protocols** |
|  O8 | Identify and provide resources to overcome barriers to communication |  |  |
|  O9 | Use a variety of communication strategies and methods to suit different communication objectives  |  |  |
|  O10 | Consider appropriate formal and informal communication channels for communication  |  |  |
|  **Promote the use of communication strategies** |
|  O11 | Prepare all resources and requirements for a presentation of the communication strategy |  |  |
|  O12 | Complete written or electronic records and documentation to organisational standards |  |  |
|  O13 | Identify and refer to organisational policies or procedures for communication requirements |  |  |
|  O14 | Clearly communicates message and action required |  |  |
|  O15 | Use clear, concise, and easy to understand words to communicate events or messages |  |  |
|  O16 | Use oral, written and visual communication methods to communicate and present effectively |  |  |
| **Review communication practices** |
|  O17 | Encourage feedback from persons and use these to identify areas of improvement in the workplace |  |  |
|  O18 | Identify strategies that will contribute to continuous improvement |  |  |
| Assessor to Complete |
| Candidate name |  |
| Date(s) of observation |  |
| Duration |  |
| Observation task undertaken | The candidate should demonstrate skills and knowledge required to develop communication protocols for a team or business unit.There must be evidence that the candidate has:* Developed and presented 1 new communication strategy and associated protocols for a business unit or team
* Developed and implemented 1 strategy using digital media to provide information and promote organisation to clients
 |
| Assessment context | *Outline the specific details of the environment and context for this candidate. This may include specific location, equipment selected/used, specific scenarios or specific client characteristics.* |
| Feedback | All observation criteria must be satisfactorily demonstrated by the candidate. The observation assessment has been confirmed:

|  |  |
| --- | --- |
| * Satisfactory
 | * Unsatisfactory
 |

*Please include recommendations for future training in cases where the candidate has not satisfactorily achieved all criteria.* |
| Declaration | I declare that this observation assessment has been conducted as per the training organisation’s assessment procedures and the instructions provided for this assessment task, and that I have provided appropriate feedback to the candidate. |
| Assessor name |  |
| Assessor signature |  |
| Date marked |  |

# Practical placement

|  |  |
| --- | --- |
| Purpose | Your performance will be assessed in the workplace if * you are not able to satisfactorily complete Part C- Simulated Activity/Observation of this unit assessment or
* you are already working in industry and are able to meet the performance evidence requirements of this unit.
 |
| Instructions to the candidate | Refer to the NIET Skills Workbook for details of assessment while on practical placement. |

# Student Declaration

**CHCCOM003Develop workplace communication strategies**

|  |  |  |
| --- | --- | --- |
| Student Name | First Name: Spoorthy | Family name: Manjunatha |
| Course | Code: CHC52015 | Title: Diploma of Community Services |
| Assessment declaration | √I declare that no part of this assessment has been copied from another person’s work, except where clearly noted on documents or work submitted. √I declare that no part of this assessment has been written for me by another person. I understand that plagiarism is a serious offence that may lead to disciplinary action by my training organisation. |
| Student signature  | sPOORTHY SIGN.jpg |
| Date submitted |  |
| *NIET Office to complete* |
| Date received |  |
| Received by |  |

Record of Assessment

|  |  |
| --- | --- |
|  **Unit title** | **CHCCOM003**Develop workplace communication strategies |
| **Written Knowledge Assessment** | 1st Attempt | 2nd Attempt | 3rd Attempt |
| Date  | S | UnS | Date  | S | UnS | Date  | S | UnS |
| **Part C**: Simulated Activity/ Observation |  |  |  |  |  |  |  |  |  |
| **Practical Placement****NOTE:** only required if student has not completed Part C or is working in industry | Student must have completed workplace assessment tasks for the unit outlined in the NIET Skills Workbook with Supervisor and Assessor declarations signed and dated.  |
|

|  |  |
| --- | --- |
| * Satisfactory
 | * Unsatisfactory
 |

 |
| Date:  |
| The written knowledge assessments for this unit must be successfully completed before the Skills Workbook OR Employer (3rd Party) Verification Form is signed off. An “Interim - Partially Completed” result is to be entered into aXcelerate for the written knowledge assessments using the internal identifier ‘CA-WRO’. |
| In completing this assessment, I confirm that the candidate has demonstrated all unit outcomes through consistent and repeated application of skills and knowledge with competent performance demonstrated in multiple instances over a period.Evidence collected has been confirmed as: |
|

|  |  |
| --- | --- |
| * Valid
 | * Sufficient
 |
| * Current
 | * Authentic
 |

 |
| **Final Result**

|  |  |
| --- | --- |
| * Competent
 | * Not Yet Competent
 |
| * Withdrawn
 |  |

 |
| **Result Date:**  |
| **Assessor name:**  |
| **Assessor signature:**  |