

Instruction Sheet for the Candidate

Qualification	Communication Assistant (Content Writing)
Competency Standard	Manage Internal and External Communication
Purpose of Assessment	Formative Assessment
Candidate Details	Name_____ Registration/Roll Number_____
Guidance for Candidate	To meet this standard, you are required to complete the following within 02 Hrs. time frame (for practical demonstration & assessment): <ul style="list-style-type: none"> • Make social media accounts • Offer good Customer support communication • Enhance inter-departmental communication
Time: 02 Hrs.	During a practical assessment, under observation by an assessor, you are required to
Minimum Evidence Required	Make social media accounts <ol style="list-style-type: none"> 1. Select suitable social media platform for the company. 2. Create accounts on the selected social media outlets Offer good Customer support communication <ol style="list-style-type: none"> 3. Respond timely to queries of the customers 4. Respond timely to complains of the customers Enhance inter-departmental communication <ol style="list-style-type: none"> 5. Communicate regularly to update the employees (companywide news, status changes, promotions and errors in the system etc.) 6. Adopt a secure instant messaging service for communication

Self-Assessment Checklist

Candidate Name	
Registration No.	
Qualification	Communication Assistant (Content Writing)
Competency Standard	Manage Internal and External Communication
Purpose of Assessment	Formative Assessment
Assessment Task	<ul style="list-style-type: none"> • Make social media accounts • Offer good Customer support communication • Enhance inter-departmental communication

I can.....

Performance Criteria	Yes	No
1. Select suitable social media platform for the company.	<input type="checkbox"/>	<input type="checkbox"/>
2. Create accounts on the selected social media outlets	<input type="checkbox"/>	<input type="checkbox"/>
3. Respond timely to queries of the customers	<input type="checkbox"/>	<input type="checkbox"/>
4. Respond timely to complains of the customers	<input type="checkbox"/>	<input type="checkbox"/>
5. Communicate regularly to update the employees (companywide news, status changes, promotions and errors in the system etc.)	<input type="checkbox"/>	<input type="checkbox"/>
6. Adopt a secure instant messaging service for communication	<input type="checkbox"/>	<input type="checkbox"/>

Candidate's Signature_____ Assessor's Signature_____

Date: _____

Assessors Judgement Guide

Qualification	Communication Assistant (Content Writing)
Competency Standard	Manage Internal and External Communication
Purpose of Assessment	Formative Assessment
Candidate Details	Name: _____ Registration/Roll Number: _____ Signature: _____
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor _____ Assessor's code: _____ Signature: _____

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration			✓				
Knowledge Assessment		✓					
Other Requirement							

Observation Checklist

Assessment Task	<ul style="list-style-type: none"> Make social media accounts Offer good Customer support communication Enhance inter-departmental communication 		
During the practical assessment, candidate demonstrated the following:	Yes	No	Remarks
1. Select suitable social media platform for the company.			
2. Create accounts on the selected social media outlets			
3. Respond timely to queries of the customers			
4. Respond timely to complains of the customers			
5. Communicate regularly to update the employees (companywide news, status changes, promotions and errors in the system etc.)			
6. Adopt a secure instant messaging service for communication			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>	

Knowledge Assessment

Qualification	Communication Assistant (Content Writing)
Competency Standard	Manage Internal and External Communication
Purpose of Assessment	Formative Assessment
Candidate Details	Name: _____ Registration/Roll Number: _____ Candidate Signature: _____
Assessment Outcome	<div style="display: flex; justify-content: space-between; align-items: center;"> COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> </div> Name of the Assessor: _____ Assessor's code: _____ Signature of the Assessor: _____

Candidate's response is not required to be identical, but similar concepts and/or keywords must be used. Oral questioning may be used to clarify candidate understanding of topic and its application.

Questions (Candidate confidently answered questions correctly and demonstrated understanding of the topics and their application)		Satisfactory	Not Satisfactory
1.	What is effective communication?		
2.	Name three social media platforms		
3.	What are websites updates?		

4.	What is instant message service?		

Feedback to the Candidate	
Candidate's Signature _____	Assessor's Signature _____