

National Certificate in Building, Construction and Allied Trades Skills (BCATS)
Teacher Information & Resources

**Receive instructions and
communicate information in
relation to BCATS projects**

Unit Standard – 24357

Level 2, Credit 4





Teaching and assessment tips

Intent – The intent of the unit standard is that the learners are able to

- receive and interpret instructions and
- communicate information accurately to a variety of people connected to a project.

It is intended that your judgment (and hence the assessment) as to the learners communication skills are assessed over time, by your experience of them in the workshop, on site etc over their years work.

It is expected that all types of communication will be covered over 2 (or more) projects but it is not expected that you must cover all types of communication in each project.

Unit standard interpretation

When receiving and acknowledging instructions, “recorded information” can be plans, site briefs, signs etc. Also, “signs” can include symbols, icons etc. associated with plans and specifications.

Your Assessor Observation sheets require that students communicate with yourself (as “employer”/supervisor), class mates (in general) and co-workers (those others in the group with whom the learners are directly involved in completing a project) over 2 (or more) projects.

The worksheet provides four examples of projects situations that could be used to help demonstrate the requirements of the unit standard. If you use an alternative method of assessment it must provide sufficient evidence. See the Assessment Schedule.

Assessment



Assessment of this unit standard consists of:

- Completion of at least two project situations from the worksheet and
- Completion of the Assessor Observation sheet

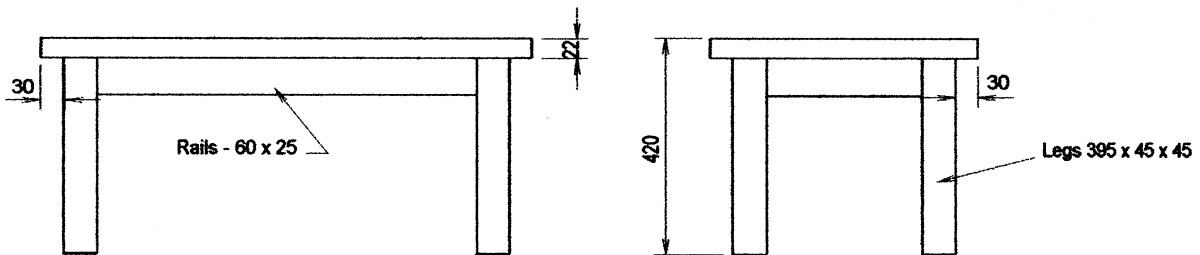
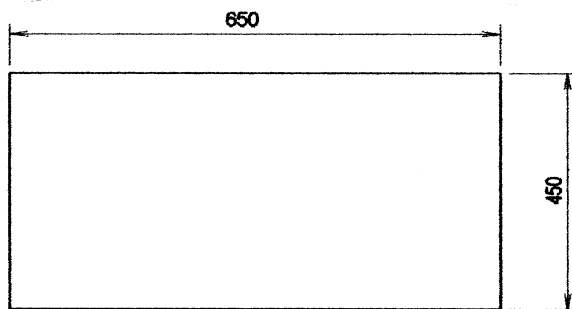
Worksheet US 24357

Student Name: _____

Situation – You have been given the following specifications and asked to construct this item.

1. What is this item?

Use the given information to construct a cutting list and work out what additional information you would need in order to commence the task.



The tabletop is to be constructed out of solid rimu – ex 160 x 25. Include this in your cutting list calculations. All joints are to be dowelled.

Complete the cutting list required to show the net sizes of all the timber needed to construct the table (i.e. allow no waste).

Part	Number Off	Length	Width	Thickness	Total length
Top					
Side rails					
End rails					
Legs					

List at least 3 questions, relevant to the success of the job, which you would need to ask before commencing construction.

i) _____

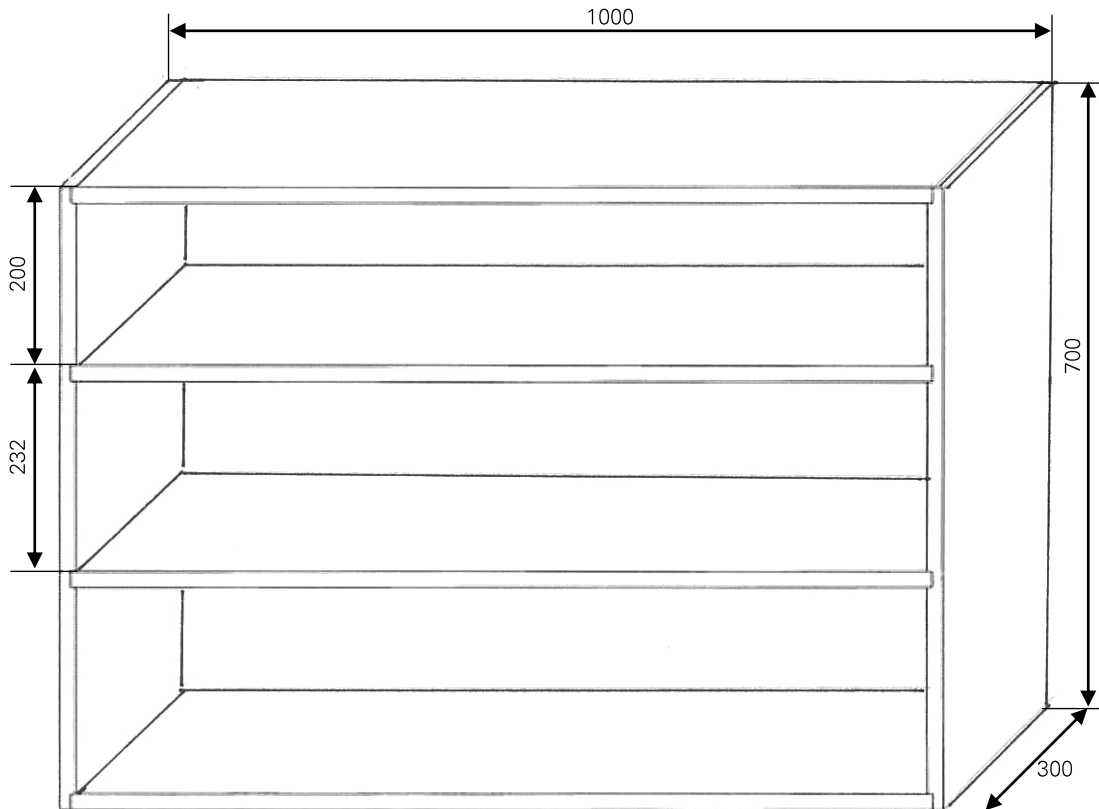
ii). _____

iii). _____



Situation 2 – This project is to be fitted into an existing wall cavity. Below are the job specifications:

- The shelf is to fit into an existing hole 1000 wide x 700 high x 300 deep.
- Material to be used is 18mm radiata pine.
- All joints are to be housed 6mm into the sides.
- All measurements in mm



2. What will this project be used for?

3. Is all the information you need to complete the project available?

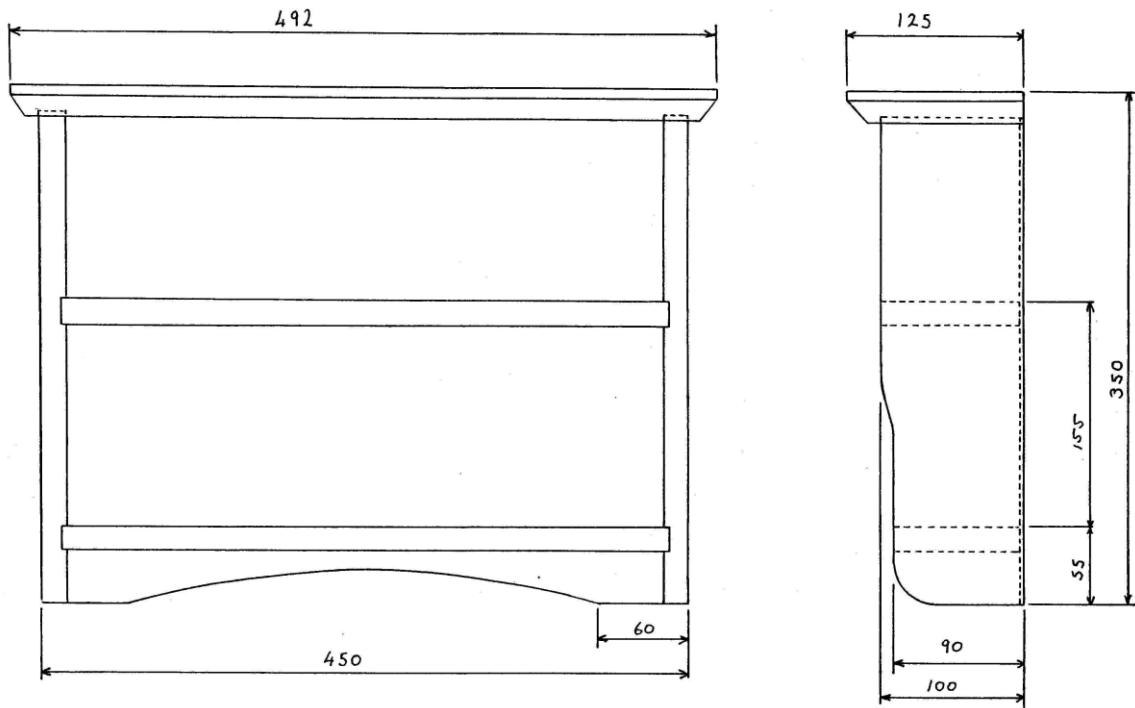
4. Prepare a materials cutting list.

No. Off	Part	Length	Width	Thickness	Total length	Comments
	Top					
	Bottom					
	Sides					
	Shelves					

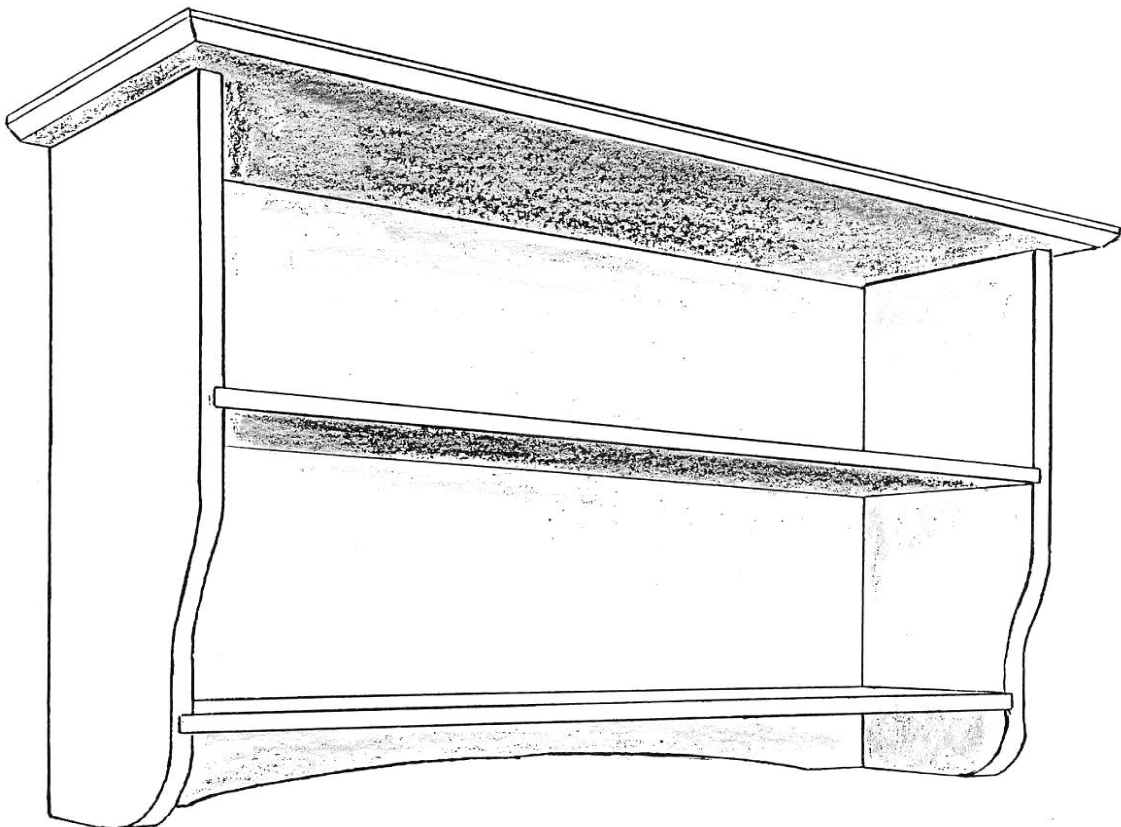
5. If the Radiata Pine is not available in the sizes you have ordered, what questions you will need to ask the supplier to ensure that you can start the project as soon as possible?



Situation 3 – You have been given the following project details. Look at the details and answer the following questions.



SPICE RACK
SCALE 1:3



6. What are some of the uses for this project?

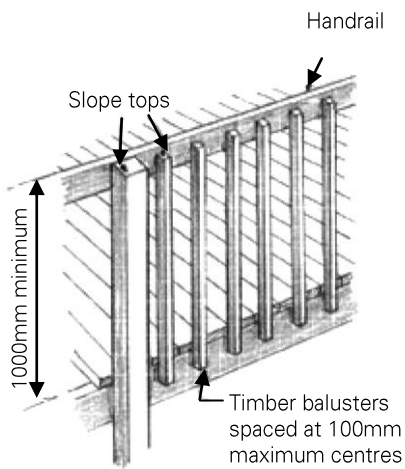
7. Prepare a cutting list for this project.



Cutting list					
No. off	Part	Length	Width	Thickness	Comments
	Sides				
	Top shelf				
	Bottom shelf				
	Top				
	Back				

8. What other information will you need to prepare a materials order form?

Situation 4 – You have been given the following detail sketch as part of a decking project. Look at the details and answer the following questions.



9. What is the purpose of this part of the deck project?

10. What information will you need to obtain in order to attach the balusters to the handrail and deck joists?

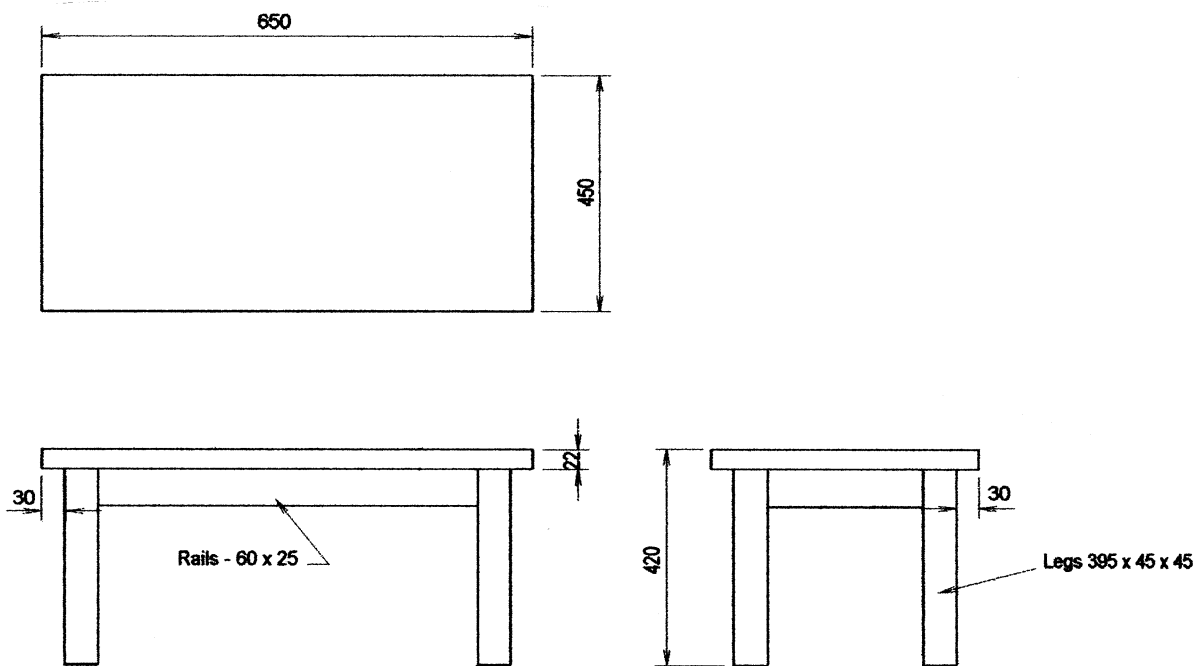
11. What are the legal requirements for the handrail and balusters that have been included in the drawing above? (You may research the answer or ask your teacher/tutor.)

Worksheet Model Answers

Situation 1 – You have been given the following specifications and asked to construct this item.

1. What is this item? *A table or coffee table.*

Use the given information to construct a cutting list and work out what additional information you would need in order to commence the task.



The tabletop is to be constructed out of solid rimu – ex 160 x 25. Include this in your cutting list calculations. All joints are to be dowelled.

Complete the cutting list required to show the net sizes of all the timber needed to construct the table (i.e. allow no waste).

Part	Number off	Length	Width	Thickness	Total length
Top	3	650	150	22	1950
Side rails	2	500	60	25	1000
End rails	2	300	60	25	600
Legs	4	395	45	45	1580

2. List at least 3 questions, relevant to the success of the job, that you would need to ask before commencing construction of the table.

Note to Assessor: *A range of possible answers are acceptable. Use your judgement but typical questions related to the project could be:*

How many dowels do you want per joint?

What sized dowel should I use?

How deep do you want the holes?

How is the top to be fitted to the frame?

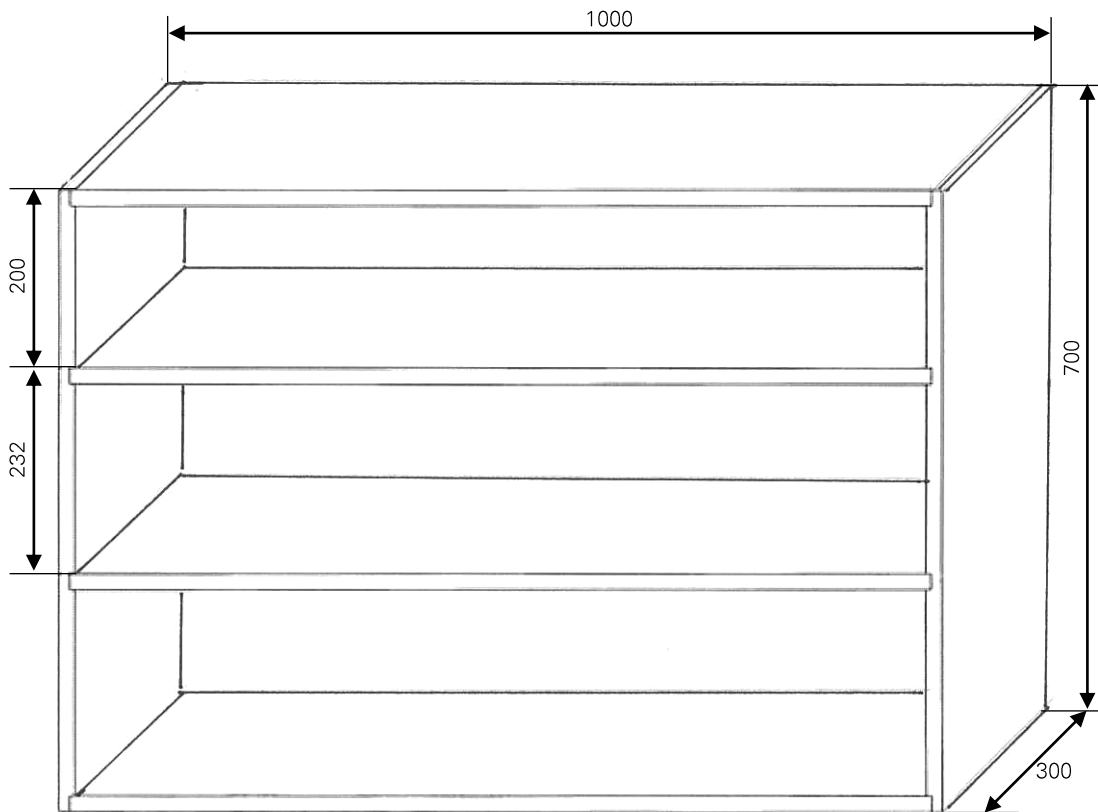
Do you want the arris edges removed?

What type of finish is to be applied?

When is the job to be finished by?

Situation 2 – This project is to be fitted into an existing wall cavity. Below are the job specifications:

- The shelf is to fit into an existing hole 1000 wide x 700 high x 300 deep.
- Material to be used is 18mm radiata pine.
- All joints are to be housed 6mm into the sides.
- All measurements in mm



3. What will this project be used for?

Storage of books or a book shelf

(Note to Assessor: other reasonable answers accepted)

4. Is all the information you need to complete the project available?

Yes

5. Prepare a materials cutting list .

No. Off	Part	Length	Width	Thickness	Total length	Comments
1	Top	976	300	18	976	
1	Bottom	976	300	18	976	
2	Sides	700	300	18	1400	<i>6mm housing joints</i>
2	Shelves	976	300	18	1952	

6. If the Radiata Pine is not available in the sizes you have ordered, what questions you will need to ask the supplier to ensure that you can start the project as soon as possible.

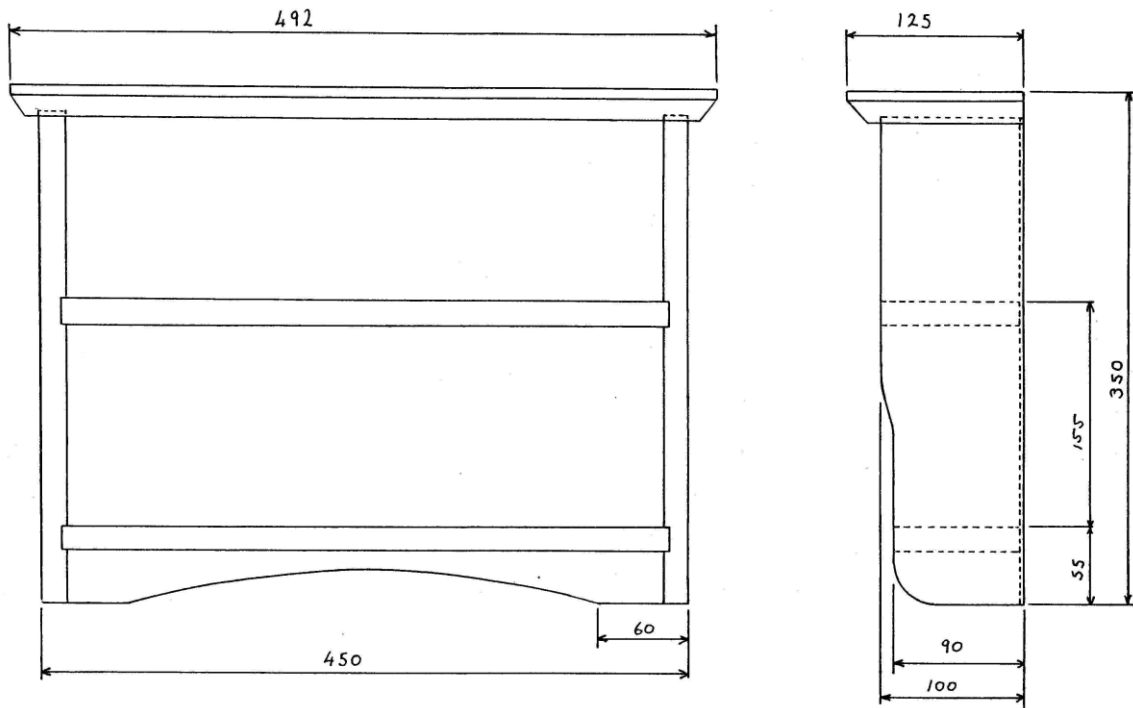
***Note to Assessor:** It is intended that questions as to alternative sizes, alternative timbers and delivery/availability are asked, such as:*

When will the specified sizes of timber be available?

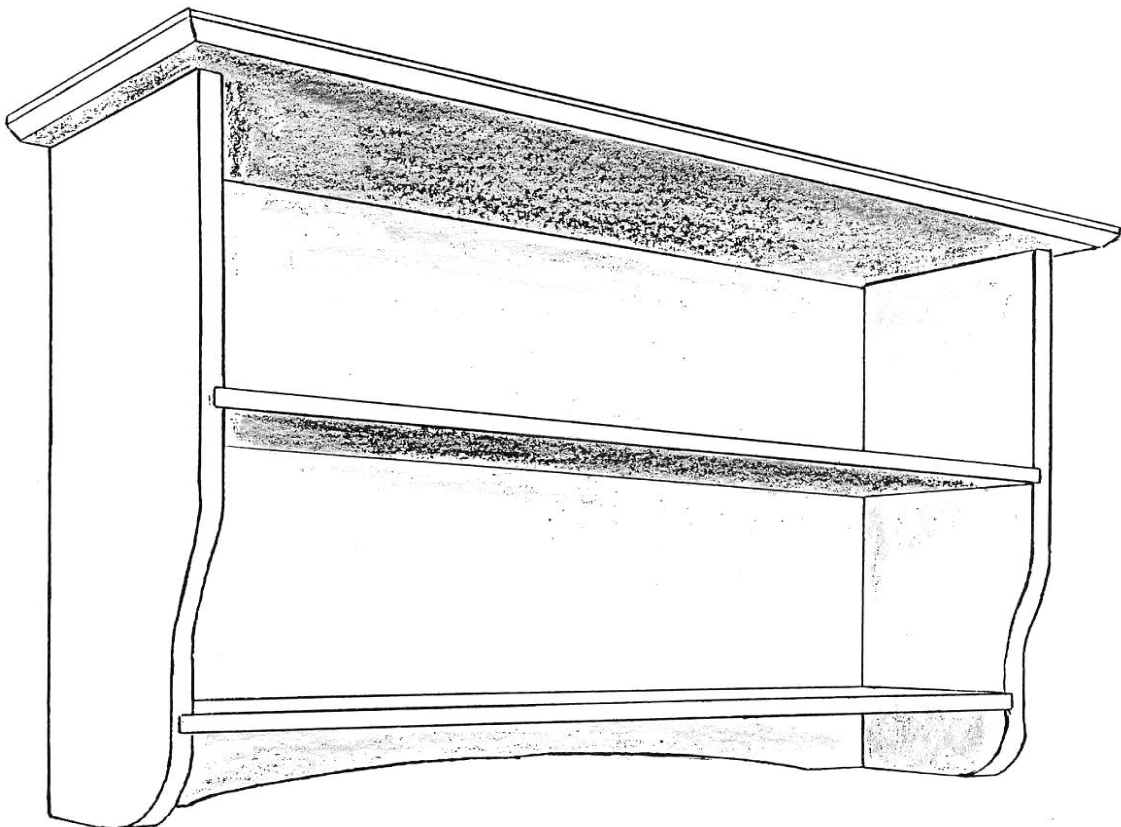
What alternative sizes of Radiata Pine are available?

What alternative types of timber are available?

Situation 3 – You have been given the following project details. Look at the details and answer the following questions.



SPICE RACK
SCALE 1:3



7. What are some of the uses for this project?

Storing containers of herbs and spices.

Ornamental display shelf.

DVD shelf,

Note to Assessor: *Other appropriate and reasonable answers may also be accepted.*

8. Prepare a cutting list for this project.

Cutting list					
No. off	Part	Length	Width	Thickness	Comments
2	Sides	333	100	18	<i>Shaped and finished</i>
1	Top shelf	426	96	18	<i>5mm housing</i>
1	Bottom shelf	426	86	18	<i>5mm housing</i>
1	Top	492	125	22	<i>Profiled edge</i>
1	Back	434	338	4	<i>4mm ply or MDF</i>

9. What other information will you need to prepare a materials order form?

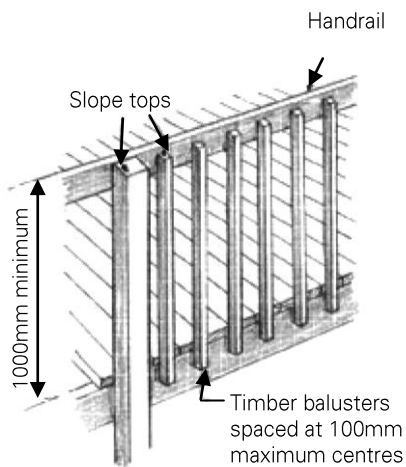
The types of material to be used.

The types of fastenings required.

The type of surface finish. Eg sanded, stained, painted etc

Note to Assessor: *Other appropriate and reasonable questions may also be accepted.*

Situation 4 – You have been given the following detail sketch as part of a decking project. Look at the details and answer the following questions.



10. What is the purpose of this part of the deck project?

To prevent people falling from the deck.

11. What information will you need to obtain in order to attach the balusters to the handrail and deck joists?

What fastenings are to be used to attach the balusters?

Note to Assessor: Other appropriate and reasonable answers may also be accepted.

12. What are the legal requirements for the handrail and balusters that have been included in the drawing above? (You may research the answer or ask your teacher/tutor.)

The minimum height of the handrail.

The maximum spacing for the balusters.

Note to Assessor: In this case seeking (asking) about the answer to this question is its actual purpose. I.e: to ask questions, to obtain further information.

Example oral questions & answers

1. Describe how you can prepare yourself to impress a potential client

Be well presented.

Introduce yourself.

Be prepared for the meeting.

Listen actively.

Display an interest in the needs of the customer/client.

2. Why is non-verbal communication such as body language so important when dealing with people?

80% of human communication is non-verbal. It is based upon appearance, body language, position and facial expression.

When meeting people their first impression of you, as a person, will be decided within the first four seconds.

3. Identify some of the general qualities that are found in Passive and Aggressive personality types.

Passive: Annoying as they tend to try to avoid the issues that need addressing. They will quickly fold if placed under any pressure.

Aggressive: Annoying as they will try to intimidate their way out of any situation. They will often make trouble to get what they want. Issues cannot be resolved.

4. What is an open question and how should it be used?

Open-ended questions are designed to draw out the information that you want on any subject. Open ended questions always contain the words what, where, when, why, how or who and can not be answered with simple yes or no answers.

5. What is a closed question and how should it be used?

Closed questions can be answered with a simple yes or no. They are used to clarify a single piece of information. Closed questions always use words like is, will, do, have, can or are.

6. What are job specifications?

These are instructions that you will be given prior to commencing a job.

7. Describe three types of specifications that you may receive.

Three of:

Working drawings.

Cutting list or Bill of Materials.

Piece part drawing.

Setting sheet.

Production plans.

Quality agreement.

Assessor Observation Sheet – Communication

US 24357 Receive instructions and communicate information in relation to BCATS projects (Level 2, Credit 4)

Student Name:

Assessor observation:

<i>Assessment criteria: Receive instructions and communicate information in relation to BCATS projects.</i>	<i>Comments and/or notes</i>
Worksheet correctly completed (for at least two of the project situations) <input type="checkbox"/>	
Received instructions and confirmed understanding correctly <input type="checkbox"/>	
Communicated orally with myself/classmates/co-workers on multiple occasions over 2 (or more) projects <input type="checkbox"/>	
Communication was appropriate and relevant over 2 (or more) projects <input type="checkbox"/>	
Assessor name: Assessor signature: Date:	RESULT: A = Achieved, N = Not Yet Achieved

Assessment Schedule

US 24357 Receive instructions and communicate information in relation to BCATS projects (Level 2, Credit 4)

Outcome 1	Receive instructions related to BCATS projects.	Assessment evidence and judgement
ER 1.1	The purpose of the instructions is established.	Evidence gathered from worksheet showing; <ul style="list-style-type: none"> • Purpose of instructions is understood
ER 1.2	Instructions are received and acknowledged.	Evidence gathered from worksheet showing; <ul style="list-style-type: none"> • Spoken, written, and drawn instructions are read/listened to attentively
ER 1.3	Received information is clarified and confirmed.	Evidence gathered from worksheet showing; <ul style="list-style-type: none"> • Instructions are checked, repeated back and questions asked to clarify if necessary
Outcome 2	Communicate information related to BCATS projects	Assessment evidence and judgement
ER 2.1	Information relating to BCATS projects is received and passed on clearly, accurately and in accordance with workplace practice.	Evidence gathered from worksheet showing; <ul style="list-style-type: none"> • Information is communicated to the appropriate people • Barriers to communication such as physical barriers, language barriers, unclear information, distraction, and personality clashes are recognised and appropriate suggestions are made to overcome them • Spoken, written and drawn communication and hand signals are used to receive and pass on information effectively
ER 2.2	Communication is initiated to gain information or help when needed.	Evidence gathered from worksheet showing; <ul style="list-style-type: none"> • Information or help is asked for as required
ER 2.3	Storage of information and reporting is in accordance with workplace practice.	Evidence gathered from worksheet showing; <ul style="list-style-type: none"> • Information is recorded and reported appropriately
ER 2.4	The exchange of information is relevant to the situation, occasion and the relationship between the participants.	Evidence gathered from worksheet showing; <ul style="list-style-type: none"> • Information exchanged fits the situation, occasion, and people involved