

Unit Standard 11097 Assessment

Version 5

Level 3

Credits 3

Candidate's Name: _____

Candidate's NSN: _____

Candidate's D.O.B: _____

Candidate's Contact details: _____



I don't always listen,
but when I do it's
actively

Listen actively to gain information in an interactive situation

For Capital Training to Complete Only

Assessor's Name: _____

Assessor's Signature: _____

For Capital Training to Complete Only			
Unit Issued Date:			
First Attempt Marking Date:	Unit Complete	Standard Not Met	
First Attempt Marking Comments:			
Second Attempt Marking Date:	Unit Complete	Standard Not Met	
Second Attempt Marking Comments:			
Date Unit Awarded:			

Attestation Form (For Candidate to Sign)

Candidate's Name: _____

I hereby declare that the following is my own work which I have completed to the best of my ability. I have not copied answers or materials from any other sources.

Candidate's Signature: _____

For Capital Training to Complete Only

	Achieved	Final marking date
11097 v 5		

Assessor's Attestation:

The candidate's performance and knowledge are at a sufficient level to grant this Unit Standard. The assessment was sat and completed in line with any relevant Health and Safety regulations. If assessed again in the future, I am confident that the candidate will be competent.

Assessor's name:

Education Provider:

Date:

Signature:

Module Moderated

Y/N

Unit Awarded

Date:

Assessment Conditions

There are a number of assessment questions and/or observations in this assessment. Ensure that you carefully read each question and set of instructions before you answer and/or perform tasks.

1. All assessment questions/observations must be complete.
2. All tasks in this assessment are open book.
3. You will need a pen and/or access to a computer to complete this assessment dependant on whether you are completing in hard or soft copy.
4. If you are completing this assessment digitally, ensure that it has been downloaded and saved in to your local documents folder before attempting the assessment.
5. Discuss with your tutor the time limit for this assessment.
6. An attestation form found on the assessment must be signed by both the tutor and yourself.
7. All answers must be in your own words.

You may choose to complete this assessment verbally using a speech to text digital tool. Discuss this option with your tutor.

Outcome 1: Listen actively to gain information in an interactive situation

Throughout your Duke of Edinburgh's Gold Award, it is a good idea to listen to other people during conversations and other interactive situations, as it is a good way of picking up important information.

You must be observed or recorded listening actively in two different interactive situations to complete this assessment.

The situations must be in different contexts; for example, one interactive situation may be a conversation about your Service, while another one may be during a sports practice with your coach.

At least one of the conversations needs to be in person, where you can see each other. The other one may be a phone call or an online video call.

You will be assessed on the following listening skills:

1. Attending the interaction
2. Reflective listening
3. Responding to non-verbal cues (such as nods, gestures and smiles)
4. Clarifying information through paraphrasing
5. Clarifying information through questioning
6. Summarising information with supporting detail

Your responses must match the purpose of the interaction and you must always be appropriate in respect to cultural differences in terms of language and protocol.

It is best to have the two interactions filmed or recorded, however if this is not feasible a completed Observer's Checklist, complete with examples is acceptable evidence.

Fill out the boxes on the following two pages to provide the context of the interactions and summarise the information gathered.

Interactive Situation 1

Please identify the context of this interaction (where, why and what).

Please identify the other person/people in the interactive situation as well as their relationship to you.

Summarise what information you gathered from the interaction and explain how it is useful to you with supporting detail.

Interactive Situation 2

Please identify the context of this interaction (where, why and what).

Please identify the other person/people in the interactive situation as well as their relationship to you.

Summarise what information you gathered from the interaction and explain how it is useful to you with supporting detail.

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Assessment Schedule for Unit 11097 v5 L3 C3

Listen actively to gain information in an interactive situation

Evidence requirements	Evidence Statement (what the assessor looks for)	Judgement Statement (how well or how many)	✓1 st marking	✓2 nd marking
Outcome 1 Listen actively to gain information in an interactive situation.				
Range two different contexts, including at least one where the participants can see each other in real time.				
1.1 Active listening techniques used are appropriate to the interaction. Range active listening techniques include but are not limited to – attending, reflective listening, responding to non-verbal cues.	Completed Observation Checklist with identified examples of active listening techniques used. X2 OR Film X2	The candidate utilised a range of listening techniques throughout both interactions in order to gather information. The candidate was attentive, listened reflectively and repeated important points and responded to non-verbal cues such as smiles, points and laughter.	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Information is clarified by paraphrasing and questioning.	Completed Observation Checklist with identified examples of clarification through paraphrasing and questioning. X2 OR Film X2	The candidate clarified information throughout both interactions by paraphrasing large chunks of received information and asking questions about other pieces of information.	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Information gained is summarised, with supporting detail.	Situation 1: Pg. 6 Situation 2: Pg. 7	The candidate summarised the information that they gathered from each interaction and added supporting detail as a way of remembering that information.	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Responses match the purpose of the interaction and are appropriate to the cultural context in terms of language and protocol.	Completed Observation Checklist with identified examples of culturally appropriate responses that match the purpose of the interaction. X2 OR	The candidate responded to the other participant/s of each interaction in a way that matched the purpose of the interaction. Their responses were on topic and furthered the interaction.	<input type="checkbox"/>	<input type="checkbox"/>

	Film X2	Each response was culturally appropriate in terms of language and protocol to their own and the other participant/s culture.		
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