

BTS MMCM - unit U6

Contribution to the operation of a service

session :  
Establishment:

Candidate	
Last name :	
First name :	

Skills assessed	Evaluation indicators	0	1	2	3
<b>C1.2: Exchange internally and externally with a third party, including in English.</b>					
ÿ Contact a third party.	<i>Contact is prepared.</i>				
	<i>The wording is clear and appropriate.</i>				
	<i>The communication channel is well chosen.</i>				
ÿ Dialogue with a third party.	<i>The problem and the needs of the third party are identified.</i>				
	<i>The answers given are correctly formulated and adapted to the context.</i>				
	<i>The document is correctly filled in.</i>				
ÿ Report on his intervention.	<i>The choice of communication medium is relevant.</i>				
	<i>A detailed and reliable report of the intervention is produced taking into account the company's internal policy.</i>				
	<i>The quality of written and oral expression is taken into account.</i>				
ÿ Advise a third party	<i>The advice given is adapted to the problem (use, maintenance, safety, cost, legal, environment, etc.).</i>				
	<i>Information on the additional technical and commercial services available is presented and argued.</i>				
	<i>The technical characteristics of the possible solutions are presented and argued.</i>				
ÿ Share your experience.	<i>The information is shared with the manufacturers' technical support and internal departments as part of a process to improve procedures.</i>				
<b>C5.3: Produce a professional document.</b>					
ÿ Write the procedure (for example: diagnosis, intervention, use, adaptation).	<i>The procedure makes it possible to tend towards the optimization of the means implemented to achieve the expected result (for example: time saving, quality gain).</i>				
	<i>The support is adapted to the situation.</i>				
	<i>The technical vocabulary and/or the graphic representations are adapted.</i>				
	<i>HQSE and economic criteria are taken into account.</i>				
ÿ Adapt, enrich technical or business documentation.	<i>Company requirements are met.</i>				
	<i>The support is adapted to the situation.</i>				
	<i>The technical vocabulary and/or the graphic representations are adapted.</i>				
	<i>HQSE and economic criteria are taken into account.</i>				
	<i>Company requirements are met.</i>				

Raw score (if there is an error, then the calculation is refused. See markers ÿ or ! to the right of the grid): **Score out of 20 proposed to the jury\*: The proposed**

Mistake	/20 /
	<b>20</b>

\* score, rounded to half a point or to the upper whole point, is decided by the evaluators from the raw score

Global appreciation

Names of Assessors	Signatures