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| Title | **Listen actively to gain information in an interactive situation** | | |
| Level | **3** | **Credits** | **3** |

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| Purpose | People credited with this unit standard are able to listen actively to gain information in an interactive situation. |

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| Classification | Communication Skills > Interpersonal Communications |

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| Available grade | Achieved |

**Guidance Information**

1 A verifier’s checklist is acceptable if accompanied by evidence that includes examples from the candidate’s performance.

2 For participants from the deaf community, New Zealand Sign Language (NZSL) may be used between signing individuals and a signing group in order to demonstrate the requirements for this unit standard. A sign language interpreter must not be used in a group where all participants are using NZSL.

For mixed groups of hearing and deaf participants, an interpreter may be used to interpret spoken and signed language only when NZSL users are interacting with hearing participants.

3 All activities relevant to this standard will respect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

4 All activities will, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

**Outcomes and performance criteria**

**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.

**Performance criteria**

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.

1.2 Information is clarified by paraphrasing and questioning.

1.3 Information gained is summarised, with supporting detail.

1.4 Responses match the purpose of the interaction and are appropriate to the context in terms of language and protocol.

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| Replacement information | This unit standard replaced unit standard 3502. |

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| Planned review date | 31 December 2026 |

**Status information and last date for assessment for superseded versions**

| Process | Version | Date | Last Date for Assessment |
| --- | --- | --- | --- |
| Registration | 1 | 24 March 1998 | 31 December 2012 |
| Review | 2 | 25 July 2006 | 31 December 2013 |
| Review | 3 | 17 November 2011 | 31 December 2020 |
| Rollover | 4 | 24 October 2014 | 31 December 2020 |
| Review | 5 | 16 February 2017 | N/A |
| Review | 6 | XXXX 2021 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0113 |

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact NZQA National Qualifications Services [nqs@nzqa.govt.nz](mailto:nqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.