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| Title | **Demonstrate knowledge of workplace communication requirements** |
| Level | **1** | **Credits** | **3** |

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| Purpose | People credited with this unit standard are able todemonstrate knowledge of workplace communication requirements. |

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| Classification | Communication Skills > Interpersonal Communications |

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| Available grade | Achieved |

**Guidance Information**

1 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.

2 Definitions

 A *specified workplace* is the actual or likely workplace where the learner will be employed whether voluntary or paid. A classroom is not a workplace.

 *Technical term* means a word or phrase that is common in the workplace or type of employment.

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**

Demonstrate knowledge of workplace communication requirements.

**Performance criteria**

1.1 Definition of terms is accurate and consistent with workplace usage.

Range terms related to the specified workplace or type of employment;
five terms.

1.2 Communication processes are described in accordance with workplace requirements.

Range communication processes for three different workplace situations in the specified workplace or type of employment;
includes but is not limited to – method, participants.

1.3 Workplace instructions are interpreted to identify key points.

Range instructions - written, oral, graphic
graphic – a symbol and/or icon and/or image.

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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**Status information and last date for assessment for superseded versions**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 | 28 February 1997 | 31 December 2014 |
| Revision | 2 | 27 March 1998 | 31 December 2014 |
| Revision | 3 | 8 June 1999 | 31 December 2014 |
| Revision | 4 | 22 January 2003 | 31 December 2014 |
| Review | 5 | 17 April 2009 | 31 December 2016 |
| Review | 6 | 24 October 2014 | 31 December 2020 |
| Review | 7 | 16 February 2017 | N/A |
| Review | 8 | 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 if you wish to suggest changes to the content of this unit standard.