

Title	Communicate in an organisation		
Level	2	Credits	3

Purpose	People credited with this unit standard are able to communicate in an organisation.
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Classification	Communication Skills > Interpersonal Communications
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Available grade	Achieved
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Guidance Information

- 1 Definitions
Organisation refers to a group based in a work, community, sporting, religious, educational, or cultural context.
Organisational requirements refer to the policies and procedures of that organisation.
- 2 Candidates must be assessed against this unit standard in a real-life organisational context using naturally occurring evidence, or in simulated conditions relevant to the candidate which require performance equivalent to a real-life context. All evidence generated for assessment for this standard must meet applicable organisational requirements.
- 3 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.
- 4 Assessment against this unit standard must account for cultural differences in communication.
- 5 A verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.
- 6 Legislation relevant to this unit standard includes Privacy Act 2020, Health and Safety at Work Act 2015.
- 7 All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

- 8 All activities must, 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

Communicate in an organisation.

Range two oral and two written communications, each with a different purpose, including responding to an enquiry.

Performance criteria

- 1.1 Language, including forms of address, is used as appropriate to the situation and relationship with the other person(s).
- 1.2 Information is provided to be clear and is presented in a manner appropriate to the other person(s).
- 1.3 Feedback is sought from the other person(s) and used to demonstrate their understanding of the information.
- 1.4 Information is communicated in accordance with organisational and legislative requirements.
- 1.5 Written and oral conventions are used in accordance with organisational requirements.

Range written conventions may include but are not limited to – spelling, punctuation, grammar;
oral conventions may include but are not limited to – formality, tone, language.

Replacement information	This unit standard replaced unit standard 1277 and unit standard 9680.
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Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 March 2022	N/A

Consent and Moderation Requirements (CMR) reference	0113
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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.