

Title	Give feedback on performance in the workplace		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to give feedback on performance in the workplace.
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Classification	Communication Skills > Interpersonal Communications
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Available grade	Achieved
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Guidance Information

- 1 Definition
Voice modulation refers to the variation of the quality of one's voice with regard to inflection, tone, pitch, and intensity.
- 2 Candidates must be assessed against this unit standard in a real-life workplace context using naturally occurring evidence, or in simulated conditions relevant to the candidate which require performance equivalent to a real-life context.
- 3 A verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.
- 4 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.
- 5 Legislation relevant to this unit standard may include but is not limited to – the Privacy Act 2020, and its subsequent amendments. If this unit standard is assessed against in the workplace, workplace requirements and relevant employment legislation will also apply.
- 6 All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).
- 7 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

Give feedback on performance in the workplace.

Range feedback may be given to individual(s) and/or group(s)/team(s).

Performance criteria

1.1 Feedback is provided in a prepared manner.

Range prepared manner relates to – context, time, place, privacy.

1.2 Feedback is provided that is balanced and objective, that respects the recipient, and that uses appropriate language, voice modulation, and non-verbal signals.

1.3 Recipient's response to feedback is assessed in terms of candidate's review of own performance.

Range quality of own performance, opportunities for change.

1.4 Candidate's reaction to response is made in a manner that respects all parties.

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	28 February 1997	31 December 2012
Revision	2	8 June 1999	31 December 2012
Revision	3	22 January 2003	31 December 2012
Review	4	25 July 2006	31 December 2013
Review	5	17 November 2011	31 December 2020
Rollover	6	24 October 2014	31 December 2020
Review	7	16 February 2017	N/A
Review	8	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.