

**TO: Chief Executive Officers of Tertiary Education  
Organisations  
NZQA Liaison Officers**

**ATTENTION: Moderation Liaison  
Core Skills Assessors**

### **National Qualifications Framework – Core skills unit standard 1277**

**This circular provides a response to queries regarding what is acceptable evidence for assessing unit standard 1277, version 4, Communicate information in a specified workplace.**

#### ***Element 1***

*Give information to clients in a specified workplace.*

*Range: face to face, by telephone.*

As stated in the revision report (available on the NZQA website at [www.nzqa.govt.nz/nqfdocs/summaries/2003/dec03/revsumdec03-07.html](http://www.nzqa.govt.nz/nqfdocs/summaries/2003/dec03/revsumdec03-07.html) )

this element clarifies that assessment must be in a real workplace setting.

The unit standard does not regulate the actual assessment itself; it only specifies the context within which the assessment must take place. The assessment therefore can be simulated if best interests are served by so doing. For example, if someone does not routinely use a phone at work, that part of the assessment can be undertaken with a simulated phone call, but it must still be undertaken in the actual workplace. Also consider all available options, for example, someone may not use a desk phone at work so for the purpose of assessment a cell phone could be substituted instead.

It is recommended that where simulated assessment has occurred in the workplace, this is documented in the assessment material. This will assist the moderator to verify the assessor's decision.

## **Enquiries**

Any enquiries should be directed to:

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