

## Communicate information in a specified workplace

**Level** 2

**Credits** 3

**Purpose** People credited with this unit standard are able, in a specified workplace, to: give information to clients; record and convey information; and respond to an inquiry.

**Subfield** Communication Skills

**Domain** Interpersonal Communications

**Status** Registered

**Status date** 17 April 2009

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**Entry information** Open.

**Accreditation** Evaluation of documentation by NZQA.

**Standard setting body (SSB)** NZQA National Qualifications Services

**Accreditation and Moderation Action Plan (AMAP) reference** 0023

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

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### Special Notes

- 1 *A specified workplace* means the actual workplace in which the candidate is either employed or on work experience. Assessment must take place within this context.
- 2 All communication assessed must be in accordance with the workplace policy and procedures.
- 3 Hearing impaired people will be assessed using a sign language telephone interpreter.
- 4 This unit standard should take into account cultural differences in communication.
- 5 Legislation relevant to this unit standard may include but is not limited to the Privacy Act 1993.

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## Elements and performance criteria

### Element 1

Give information to clients in a specified workplace.

Range face to face, by telephone.

#### Performance criteria

- 1.1 Forms of address and identification used fit the specified workplace, situation, occasion, medium, and relationship between the participants.
- 1.2 The needs of the clients are clarified, and notes are taken where information is to be passed on.
- 1.3 Information given to clients is complete, and is presented in a manner which meets clients expectations.
- 1.4 Feedback is sought from the client to ensure their needs are understood.
- 1.5 Any confidential information is treated with discretion and in accordance with the Privacy Act 1993.
- 1.6 Interaction is completed in a manner that fits the specified workplace, situation, occasion, medium, and relationship between the participants.

### Element 2

Record and convey information in a specified workplace.

#### Performance criteria

- 2.1 Procedures are followed for the storage and passing on of information in a specified workplace.
- 2.2 Information is complete, concise, logically organised, and clear in terms of the needs of the target audience.
- 2.3 Interactions fit the situation, occasion, and relationship between the participants.

### Element 3

Respond to an inquiry in a specified workplace.

Range three written and three oral responses.

#### Performance criteria

- 3.1 Information provided is clear in terms of the needs of the receiver.

- 3.2 The mode of communication fits the specified workplace, the subject matter, and the audience.
- 3.3 Conventions of any formats used are in accordance with workplace requirements.

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

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### **Please Note**

Providers must be accredited by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by NZQA before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

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### **Comments on this unit standard**

Please contact the 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.