

## Give oral instructions in the workplace

**Level** 3

**Credits** 3

**Purpose** People credited with this unit standard are able to give oral instructions in the workplace.

**Subfield** Communication Skills

**Domain** Interpersonal Communications

**Status** Registered

**Status date** 25 July 2006

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**Entry information** Open.

**Accreditation** Evaluation of documentation by NZQA.

**Standard setting body (SSB)** NZQA Communications Skills

**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 Voice modulation for hearing impaired people will be demonstrated through a sign language interpreter voicing the message of the signer.
- 2 Small group means between 3-5 people.
- 3 In this unit standard *workplace* means the actual workplace in which the candidate is either employed or on work experience. Assessment must take place within this context.

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## Elements and performance criteria

### Element 1

Give oral instructions in the workplace.

Range audience may be one person or small group.

### Performance criteria

- 1.1 The goal of the instruction is clearly indicated to the audience.
- 1.2 The sequence of the instruction meets the needs of the audience.
- 1.3 Instruction is given concisely, using language which fits the communication needs of the audience.  
  
Range communication needs may be affected by – verbal, non-verbal, culture, gender, number of people.
- 1.4 Feedback is encouraged and used to clarify ambiguity and/or misinterpretation in a manner that meets identified needs.
- 1.5 Instructions are summarised at the end in a manner which clearly identifies the main components of the instructions.
- 1.6 Any visual aids and equipment used support the instruction.
- 1.7 Importance of voice projection, articulation, and modulation are identified.
- 1.8 Characteristics of oral instruction are identified in terms of pace, tone, environment, and audience.
- 1.9 Evidence is present that the audience understands the oral instructions given.  
  
Range evidence may include but is not limited to – actual performance, accurate description of task, feedback during instruction.

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### Please note

Providers must be accredited by the Qualifications Authority, 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 the Qualifications Authority 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.