

Title	Demonstrate knowledge of workplace communication requirements		
Level	1	Credits	3

Purpose	People credited with this unit standard are able to demonstrate knowledge of workplace communication requirements.
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Classification	Communication Skills > Interpersonal Communications
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Available grade	Achieved
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Guidance Information

- 1 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.

- 2 **Definition**
A *specified workplace* is the actual or likely workplace where the learner will be employed whether voluntary or paid. A classroom is not a workplace.
- 3 All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).
- 4 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

Demonstrate knowledge of workplace communication requirements.

Performance criteria

- 1.1 Terms are defined accurately and consistently according to workplace usage.
- Range terms related to the specified workplace or type of employment; five terms required.

1.2 Communication processes are described in accordance with workplace requirements.

Range communication processes for three different workplace situations in the specified workplace or type of employment; includes but is not limited to – method, participants.

1.3 Workplace instructions are interpreted to identify key points.

Range instructions – written, oral, graphic; graphic – a symbol and/or icon and/or image.

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Status information and last date for assessment for superseded versions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 2014
Revision	2	27 March 1998	31 December 2014
Revision	3	8 June 1999	31 December 2014
Revision	4	22 January 2003	31 December 2014
Review	5	17 April 2009	31 December 2016
Review	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.