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| Title | **Communicate in an organisation** |
| Level | **2** | **Credits** | **3** |

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| Purpose | People credited with this unit standard are able to communicate in an organisation. |

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| Classification | Communication Skills > Interpersonal Communications |

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| Available grade | Achieved |

**Guidance Information**

1 Definitions

 *Organisation* refers to a group based in a work, community, sporting, religious, educational, or cultural context.

 *Organisational requirements* refers to the policies and procedures of that group.

2 Candidates must be assessed against this unit standard in a real-life organisational context using naturally occurring evidence, or in simulated conditions relevant to the candidate which require performance equivalent to a real-life context. All evidence generated for assessment for this standard must meet applicable organisational requirements.

3 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.

4 Assessment against this unit standard must account for cultural differences in communication.

5 A verifier’s checklist is acceptable if accompanied by evidence that includes examples from the candidate’s performance.

6 Legislation relevant to this unit standard includes Privacy Act 1993, Health and Safety at Work Act 2015.

7 All activities relevant to this standard will respect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

8 All activities will, 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**

Communicate in an organisation.

Range two oral and two written communications, each with a different purpose, including responding to an enquiry.

**Performance criteria**

1.1 The language used, including forms of address, is appropriate to the situation and relationship with the other person(s).

1.2 Information provided is clear and presented in a manner appropriate to the other person(s).

1.3 Feedback is sought from the other person(s) to ensure the information is understood.

1.4 The communication is in accordance with organisational and legislative requirements.

1.5 The written and oral conventions used are in accordance with organisational requirements.

Range written conventions may include but are not limited to – spelling, punctuation, grammar;

 oral conventions may include but are not limited to – formality, tone, language.

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| Replacement information | This unit standard replaces unit standards 1277 and 9680. |

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| Planned review date | 31 December 2026 |

**Status information and last date for assessment for superseded versions**

| Process | Version | Date | Last Date for Assessment |
| --- | --- | --- | --- |
| Registration | 1 | XXX 2021 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0113 |

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.