

Title	Make enquiries and complete practical transactions face-to-face and by telephone		
Level	1	Credits	2

Purpose	People credited with this unit standard are able to make enquiries and complete practical transactions face-to-face and by telephone.
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Classification	Communication Skills > Interpersonal Communications
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Available grade	Achieved
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Guidance Information

- Candidates must be assessed against this unit standard in a real-life workplace context using naturally occurring evidence, or in simulated conditions relevant to the candidate which require performance equivalent to a real-life context.
- Definitions**
By telephone refers to the use of communication devices where participants are reliant solely on verbal cues.
Face-to-face can be in person or in digital contexts.
- The language used in enquiries and transactions must be spontaneous (not scripted).
- 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.
- All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).
- 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

Make enquiries face-to-face and by telephone.

Performance criteria

- 1.1 Greeting is made in a manner appropriate to the situation and enquiry.
- 1.2 The enquiry is stated clearly in a manner appropriate to the situation.
- 1.3 Questions are asked to accomplish the purpose of the enquiry.
- 1.4 Language is used and interaction is conducted in a manner appropriate to the situation and relationship between the participants.

Outcome 2

Complete practical transactions face-to-face and by telephone.

Performance criteria

- 2.1 Greeting is made in a manner appropriate to the situation and transaction.
- 2.2 Language is used that is appropriate to the situation and relationship between the participants.
- 2.3 Transaction is conducted and completed in a manner appropriate to the situation and relationship between the participants.

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	26 January 1995	31 December 2014
Review	2	9 August 1996	31 December 2014
Review	3	24 March 1998	31 December 2014
Revision	4	11 February 2004	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.