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| <b>Title</b> | <b>Give construction-related oral instructions</b> |                |          |
| <b>Level</b> | <b>3</b>   | <b>Credits</b> | <b>4</b> |

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| <b>Purpose</b> | People credited with this unit standard are able to: plan oral instructions for construction related personnel; communicate oral instructions to construction-related personnel; and discuss oral instructions with construction-related personnel. |
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| <b>Classification</b> | Construction Trades > Core Construction |
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| <b>Available grade</b> | Achieved |
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## Guidance Information

- Definitions**  
*Job requirements* means the requirements of the job, which can include requirements of the specifications, and also aspects outside the specifications such as time requirements, equipment requirements, labour requirements, and requirements to work around other jobs being conducted at the same time.  
*Small group* refers to a collection of between three and five people with a common interest.  
*Work site practice* refers to the documented procedures specific to a work site which set out the standard and required practices of that work site.
- For the purpose of this unit standard, *technical information* may include but is not limited to – contract documentation, Acts, Codes of Practice and NZ Standards relevant to the candidate's own trade.
- Practical elements of this unit standard may be assessed on the basis of evidence of demonstrated performance in the workplace or in simulated work situations designed to draw upon similar performance to that required in a workplace.

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## Outcomes and performance criteria

### Outcome 1

Plan oral instructions for construction related personnel.

Range instructions, outlining responsibilities.

### Performance criteria

- 1.1 Relevant technical information is checked before instructions are given in accordance with job requirements and work site practice.

- 1.2 An approach is assessed and selected which is appropriate to the situation and the people concerned in accordance with work site practice.

Range democratic, autocratic, non-intervention.

- 1.3 A plan to check completed job requirements against instructions is included in the discussion.

## Outcome 2

Communicate oral instructions to construction-related personnel.

Range one-to-one, small group.

### Performance criteria

- 2.1 The object of the instruction is explained.
- 2.2 The sequence of the instructions given is precisely detailed in accordance with job requirements.
- 2.3 The relationship between the team members is identified and specified in terms of workflow and job objectives.
- 2.4 Feedback from construction-related personnel is obtained and understanding is demonstrated.
- 2.5 The choice of language used is appropriate to the construction-related personnel and the circumstances, and meets the job requirements in accordance with work site practice.
- Range trade terms, common language.
- 2.6 The instructions summarised are consistent with critical information and workflow, and meets job objectives.
- 2.7 Completed job requirements are checked against given instructions and steps are taken to remedy where essential.

## Outcome 3

Discuss oral instructions with construction-related personnel.

Range one to one – face-to-face and phone;  
small groups;  
discussion subjects include two of – differences of opinion, a point of view, personal animosity, expression of sexism, racism, inappropriate modulation and use of language, non-compliance with organisational or group/team norms and/or values.

## Performance criteria

- 3.1 The opening statement captures attention by defining the subject.
- 3.2 Communication techniques are used to establish and reinforce a positive relationship.
- Range face-to-face techniques – body language, communication, eye contact, voice modulation, language, timing.  
phone techniques – communication, voice modulation, language, timing.
- 3.3 Technical or physical evidence is explained and presented in a logical and leading sequence that relates to the specific issue, in accordance with work site practice.
- 3.4 Response to feedback is made in a constructive manner in accordance with work site practice.
- Range one of – admitting error, justifying position, resolving differences of opinion.
- 3.5 Issue(s) are resolved, and further action is decided and agreed in accordance with work site practice.

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| <b>Planned review date</b> | 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       | 23 June 2000     | 31 December 2025         |
| Revision              | 2       | 19 August 2005   | 31 December 2025         |
| Rollover and Revision | 3       | 12 December 2008 | 31 December 2025         |
| Review                | 4       | 15 April 2011    | 31 December 2025         |
| Review                | 5       | 30 March 2023    | N/A                      |

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|--|------|
| <b>Consent and Moderation Requirements (CMR) reference</b> | 0048 |
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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 the Waihanga Ara Rau Construction and Infrastructure Workforce Development Council [qualifications@waihangaararau.nz](mailto:qualifications@waihangaararau.nz) if you wish to suggest changes to the content of this unit standard.