

Field Humanities

Review of *Communication Skills* unit standards

Subfield	Domain	ID
Communication Skills	Interpersonal Communications	1277, 1285, 1293, 1294, 1296, 1297, 1299, 1304, 1307, 1311, 1312, 3501, 3503, 9677-9681, 9691, 9692, 9694, 9704, 9705, 9707, 10790, 10791, 11096-11099, 11101
	Reading	2970, 2989, 2990, 25060, 25073
	Writing	1273, 1279, 1280, 3483, 3488, 3490, 3491, 3492, 3494, 9685, 9701, 9703, 10792, 11095, 12336, 16612, 19629

NZQA National Qualifications Services has completed the review of the unit standards listed above.

Date new versions published

February 2017

Planned review date

December 2021

Summary

The review was prompted by the need for some standards to be reviewed in response to stakeholder feedback, including through moderation processes. It was decided to standardise the planned review dates for all the standards in the Subfield by including them all in the review.

A review panel was convened for the review, and the draft changes to the standards were endorsed by an e-mail network of stakeholders. National consultation was conducted throughout November/December via the NZQA website.

Main changes

- Minor changes were made to standards, to clarify where necessary and to simplify where appropriate.
- Standards 3503 and 9677 were amended (including the titles) to better reflect the intended focus on communication skills.
- The standards were transferred from CMR 0023 to CMR 0113, but without any change to conditions either for consent to assess or for moderation.
- Credits for standards 1285 and 9694 were reduced to accommodate changes to the content of each standard.
- Four standards that each duplicate a literacy standard were recommended for expiry at the end of 2020.

Category D unit standards will expire at the end of December 2020

The last date for assessment of superseded versions of Category B unit standards is December 2020

Detailed list of unit standards – classification, title, level, and credits

All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the standard carries the same ID and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new ID
D	Standard will expire and not be replaced

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit	Review Category
1277	Communicate information in a specified workplace	2	3	B
1285	Make enquiries and complete practical transactions	1	4 2	B
1293	Be interviewed in an informal, one-to-one, face-to-face interview	1	2	B
1294	Be interviewed in a formal interview	2	2	B
1296	Interview in an informal situation Interview in informal situations	3	3	B
1297	Conduct an interview in a formal situation	4	5	B
1299	Be assertive in a range of specified situations	2	4	B
1304	Communicate with people from other cultures	3	2	B
1307	Speak to a known audience in a predictable situation	3	3	B
1311	Present and defend an argument orally	4	4	B
1312	Give oral instructions in the workplace	3	3	B
3501	Demonstrate knowledge of and apply listening techniques	1	3	B
3503	Participate and communicate in a team or group to complete a routine task Communicate in a team or group to complete a routine task	1	2	B
9677	Participate in a team or group which has an objective Communicate in a team or group which has an objective	2	3	B
9678	Conduct a formal meeting	5	4	B
9679	Apply knowledge of a formal meeting	4	4	B
9680	Communicate within a specified organisational context	2	3	B
9681	Contribute within a team or group which has an objective	3	3	B
9691	Demonstrate knowledge of group processes	5	5	B
9692	Deliver an oral presentation to an audience	5	4	B
9694	Demonstrate and apply knowledge of communication process theory	3	5 4	B
9704	Manage interpersonal conflict	4	4	B
9705	Give and respond to feedback on performance Give feedback on performance in the workplace	3	3	B

ID	Title	Level	Credit	Review Category
9707	Demonstrate knowledge of workplace communication requirements	1	5	B
10790	Converse with others	1	2	D
10791	Participate in an informal meeting	2	3	B
11096	Analyse feedback contexts and apply constructive feedback techniques	5	3	B
11097	Listen actively to gain information in an interactive situation	3	3	B
11098	Analyse the use of listening strategies, and use listening techniques and respond to information received Use and evaluate listening techniques	5	2	B
11099	Develop strategies for communicating in a culturally diverse workplace	4	4	B
11101	Collaborate within a team which has an objective	4	5	B

Humanities > Communication Skills > Reading

ID	Title	Level	Credit	Review Category
2970	Independently read texts about life experiences which relate to a personal identified interest	1	3	D
2989	Select, read, and assess texts to gain knowledge Select, read, and assess texts on a topic	2	3	B
2990	Read texts to research information	3	4	B
25060	Read texts for practical purposes	1	2	D
25073	Read texts to recognise differing points of view on a topic	2	3	B

Humanities > Communication Skills > Writing

ID	Title	Level	Credit	Review Category
1273	Express ideas in writing and write an original story	1	4	D
1279	Write in plain English	3	3	B
1280	Use graphics in communication	2	2	B
3483	Fill in a form	1	2	B
3488	Write business correspondence for a workplace	2	3	B
3490	Complete an incident report	1	2	B
3491	Write a report	3	4	B
3492	Write a short report	2	3	B
3494	Write minutes for a formal meeting	3	3	B
9685	Write an analytical report	5	5	B
9701	Write a proposal	4	3	B
9703	Write a job procedure	5	3	B
10792	Write formal personal correspondence	1	3	B
11095	Write business correspondence to convey complex ideas and/or information	3	3	B
12336	Write a user guide or technical text	4	4	B
16612	Write documents to achieve effective communication for a business purpose	4	4	B

ID	Title	Level	Credit	Review Category
19629	Present a reasoned argument in a report	4	4	B