

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, 10791, 11096, 11097-11099, 11101 |
| | Reading | 2989, 2990, 25073 |
| | Writing | 1279, 1280, 3483, 3488, 3490-3492, 3494, 9685, 9701, 9703, 10792, 11095, 12336, 16612, 19629, 24871 |

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

Date new versions published

March 2022

Planned review date

December 2027

Summary

The review was conducted during 2021 as part of the scheduled maintenance of the standards. Stakeholders, including all with consent to assess, were informed in May and invited to participate, and a representative review panel was convened from July. Following stakeholder input, wider public consultation on the NZQA website was open from 28 October until 25 Nov 2021. All comments and suggested changes were considered and either incorporated into the draft standards or declined with reason(s).

Main changes

- New Guidance Information was added to all standards to require that all activities relevant to the standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi) and must, as relevant to candidates and/or the standard, reflect the peoples of the Pacific and other cultures, and their world views.
- A new definition of *culture* was included in standards 1304 and 11099.
- Where relevant the possibility of assessment in online and/or digital context(s) was made explicit.
- A new listening standard in Interpersonal Communications domain was developed.
- Standards 1277 and 9680 were replaced by a new standard, following feedback that the two standards duplicate each other significantly.
- Standards 9685, 9707, 11099, 11101 were amended to become single-outcome standards.
- The titles of 1285, 1296, 1297, 2989, 2990, 10791, 11099, 19629 were rephrased to better reflect the intended outcomes.
- The level and/or credits of standards 3501, 9707, 10792 were changed to better reflect the content.
- Standards 9678, 9679, 9691, 9692, 9701, 9703, 11096, 11098, 12336 were designated expiring due to low and/or declining usage.
- Standards were moved to the current template.

Category C and D unit standards will expire at the end of December 2023

Impact on existing organisations with consent to assess

| Current consent for | | | Consent extended to | | |
|---------------------|----------------------|-------|---------------------|----------------------|-------|
| Nature of consent | Classification or ID | Level | Nature of consent | Classification or ID | Level |
| Subfield | Communication Skills | 1 | Standard | 10792 | 2 |
| Domain | Writing | 1 | Standard | 10792 | 2 |
| Standard | 1277 | 2 | Standard | 33019 | 2 |
| Standard | 9680 | 2 | Standard | 33019 | 2 |

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 | C |
| 9680 | Communicate within a specified organisational context | 2 | 3 | C |
| 33019 | Communicate in an organisation | 2 | 3 | New |
| 1285 | Make enquiries and complete practical transactions Make enquiries and complete practical transactions face-to-face and by telephone | 1 | 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 informal situations Conduct informal interviews | 3 | 3 | B |
| 1297 | Conduct an interview in a formal situation Conduct a formal interview | 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 2 | B |
| 3503 | Communicate in a team or group to complete a routine task | 1 | 2 | B |
| 9677 | Communicate in a team or group which has an objective | 2 | 3 | B |
| 9678 | Conduct a formal meeting | 5 | 4 | D |
| 9679 | Apply knowledge of a formal meeting | 4 | 4 | D |
| 9681 | Contribute within a team or group which has an objective | 3 | 3 | B |
| 9691 | Demonstrate knowledge of group processes | 5 | 5 | D |
| 9692 | Deliver an oral presentation to an audience | 5 | 4 | D |
| 9694 | Demonstrate and apply knowledge of communication process theory | 3 | 4 | B |
| 9704 | Manage interpersonal conflict | 4 | 4 | B |

| ID | Title | Level | Credit | Review Category |
|--------------|--|----------|---------------|-----------------|
| 9705 | Give feedback on performance in the workplace | 3 | 3 | B |
| 9707 | Demonstrate knowledge of workplace communication requirements | 1 | 5 3 | B |
| 10791 | Participate in an informal meeting Participate in a meeting | 2 | 3 | B |
| 11096 | Analyse feedback contexts and apply constructive feedback techniques | 5 | 3 | D |
| 11097 | Listen actively to gain information in an interactive situation | 3 | 3 | B |
| 11098 | Use and evaluate listening techniques | 5 | 2 | D |
| 11099 | Develop strategies for communicating in a culturally diverse workplace Communicate in a culturally diverse workplace | 4 | 4 | B |
| 11101 | Collaborate within a team which has an objective | 4 | 5 | B |
| 33020 | Understand and assess non-written texts on a topic | 2 | 3 | New |

Humanities > Communication Skills > Reading

| ID | Title | Level | Credit | Review Category |
|-------|--|-------|--------|-----------------|
| 2989 | Select, read, and assess texts on a topic Read and assess texts on a topic | 2 | 3 | B |
| 2990 | Read texts to research information Read texts to research information for a specific purpose | 3 | 4 | B |
| 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 |
|-------|---|---------------|---------------|-----------------|
| 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 | D |
| 9703 | Write a job procedure | 5 | 3 | D |
| 10792 | Write formal personal correspondence | 1 2 | 3 2 | 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 | D |
| 16612 | Write documents to achieve effective communication for a business purpose | 4 | 4 | B |
| 19629 | Present a reasoned argument in a report Write a focused report | 4 | 4 | B |
| 24871 | Complete complex forms | 2 | 2 | B |