

Title	Listen actively to gain information in an interactive situation		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to listen actively to gain information in an interactive situation.
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Classification	Communication Skills > Interpersonal Communications
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Available grade	Achieved
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Guidance Information

- 1 A verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.
- 2 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.

- 3 All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).
- 4 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

Listen actively to gain information in an interactive situation.

Range two different contexts, including at least one where the participants can see each other.

Performance criteria

- 1.1 Active listening techniques are used that are appropriate to the interaction.

Range active listening techniques include but are not limited to – attending, reflective listening, responding to non-verbal cues.

- 1.2 Information is clarified by paraphrasing and questioning.
- 1.3 Information gained is summarised, with supporting detail.
- 1.4 Responses are offered that match the purpose of the interaction, and that are appropriate to the context in terms of language and protocol.

Replacement information	This unit standard replaced unit standard 3502.
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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Status information and last date for assessment for superseded versions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	24 March 1998	31 December 2012
Review	2	25 July 2006	31 December 2013
Review	3	17 November 2011	31 December 2020
Rollover	4	24 October 2014	31 December 2020
Review	5	16 February 2017	N/A
Review	6	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.