

Title	Use and evaluate listening techniques		
Level	5	Credits	2

Purpose	People credited with this unit standard are able to use and evaluate listening techniques.
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Classification	Communication Skills > Interpersonal Communications
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Available Grade	Achieved
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Explanatory notes

- 1 People will be assessed against this standard on evidence from authentic experience in an organisational context with all the expectations and possible consequences of that context. The context may include but is not limited to –
 - candidate's workplace;
 - where the candidate is a volunteer;
 - a cultural, community or sporting organisation;
 - or a special event.
- 2 Assessment against this unit standard must involve three different interactive situations. The situations must involve listening to and interacting with a live speaker or speakers and may relate to problem solving, dispute resolution, or cultural differences.
- 3 A verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.
- 4 Legislation that applies to this unit standard includes – the Privacy Act 1993 and its subsequent amendments.
- 5 Ranges
Listening techniques may include but are not limited to – paraphrasing, reframing, summarising, questioning, identifying inconsistencies, silence;
Listening strategies/approaches may include but are not limited to – active, reflective, objective, judgemental, empathetic, subjective.
- 6 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.

Outcomes and evidence requirements

Outcome 1

Use and evaluate listening techniques.

Evidence requirements

- 1.1 Listening techniques that fit the situation, the occasion, the subject matter, and the speaker are used.
- Range evidence of four techniques is required.
- 1.2 Any inconsistencies in and between verbal and non-verbal cues of the speaker are identified and responded to as appropriate to the situation.
- 1.3 Implicit messages and/or emotions of the speaker are identified and responded to as appropriate to the situation.
- 1.4 Received information is responded to in a manner that fits the cultural context, the subject matter, and the speaker.
- 1.5 Reflective self-evaluation of performance shows understanding of practices and/or ideas that could be applicable to other listening situations.
- Range performance includes listening strategies/approaches and listening techniques.

Planned review date	31 December 2021
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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
Revision	2	11 September 2001	31 December 2012
Review	3	25 July 2006	31 December 2013
Review	4	17 November 2011	31 December 2016
Review	5	18 June 2015	31 December 2020
Review	6	16 February 2017	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>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

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.