

Title	Communicate information in a specified workplace		
Level	2	Credits	3

Purpose	People credited with this unit standard are able to give information to clients and respond to enquiries in a specified workplace.
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Classification	Communication Skills > Interpersonal Communications
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Available grade	Achieved
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Explanatory notes

- 1 Definitions
A specified workplace means the actual workplace in which the candidate is either employed or on work experience.
Clients can be anyone specific to the workplace, for example, customers, colleagues, suppliers or contractors.
Enquiry refers to a query that requires a detailed response.
Written communication refers to an email, task description, notice, memo or letter. It must be produced by the candidate.
- 2 Assessment must be based on evidence of demonstrated and repeatable performance in a real situation in the candidate's workplace. Other organisational contexts are included in Unit 9680, *Communicate within a specified organisational context*.
- 3 All assessed communication must meet workplace policy and procedures.
- 4 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.
- 5 Assessment against this unit standard must account for cultural differences in communication.
- 6 Legislation relevant to this unit standard may include but is not limited to the – Health and Safety at Work Act 2015 and Privacy Act 1993.

Outcomes and evidence requirements

Outcome 1

Give information to clients in a specified workplace.

Range one oral communication, one written communication.

Evidence requirements

- 1.1 The language used, including forms of address, is appropriate to the situation and the relationship between the participants.
- 1.2 Information given is clear and presented in a manner appropriate to the client.
- 1.3 Feedback is sought from the client to ensure the information is understood.
- 1.4 Any confidential information is treated with discretion and stored in accordance with the Privacy Act 1993.

Outcome 2

Respond to enquiries in a specified workplace.

Range two oral responses, two written responses.

Evidence requirements

- 2.1 The responses are clear and relevant to the enquiry.
- 2.2 The mode of response is appropriate to the subject matter and the enquirer.
- 2.3 The written and oral conventions used meet organisational requirements.

Range written conventions may include but are not limited to – spelling, punctuation, grammar;
oral conventions may include but are not limited to – register, tone, language.

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	26 January 1995	31 December 2014
Review	2	9 August 1996	31 December 2014
Review	3	24 March 1998	31 December 2014
Revision	4	10 December 2003	31 December 2014
Review	5	17 April 2009	31 December 2016
Review	6	24 October 2014	31 December 2020
Review	7	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.