

<b>Title</b>	<b>Make enquiries and complete practical transactions</b>		
<b>Level</b>	<b>1</b>	<b>Credits</b>	<b>2</b>

<b>Purpose</b>	People credited with this unit standard are able to make enquiries and complete practical transactions face-to-face and by telephone.
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<b>Classification</b>	Communication Skills > Interpersonal Communications
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<b>Available grade</b>	Achieved
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### Explanatory notes

- 1 People may be assessed against this unit standard in simulated conditions that relate closely to a situation relevant to the person being assessed, or using naturally occurring evidence.
- 2 Definition  
*By telephone* refers to the use of communication devices where participants are reliant solely on verbal cues.
- 3 The language used in enquiries and transactions must be spontaneous (not scripted).
- 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.

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### Outcomes and evidence requirements

#### Outcome 1

Make enquiries face-to-face and by telephone.

Range enquiries may include but are not limited to – requesting service, finding out information for a purpose, asking directions, checking availability of goods and services.

**Evidence requirements**

- 1.1 Greeting is made in a manner appropriate to the situation and enquiry.
- 1.2 The enquiry is stated clearly in a manner appropriate to the situation.
- 1.3 Questions are asked to accomplish the purpose of the enquiry.
- 1.4 Language is used and interaction is conducted in a manner appropriate to the situation and relationship between the participants.

**Outcome 2**

Complete practical transactions face-to-face and by telephone.

Range transactions may include but are not limited to – making bookings, ordering goods, completing banking transactions, applying for services, paying accounts.

**Evidence requirements**

- 2.1 Greeting is made in a manner appropriate to the situation and transaction.
- 2.2 Language is appropriate to the situation and relationship between the participants.
- 2.3 Transaction is conducted and completed in a manner appropriate to the situation and relationship between the participants.

<b>Planned review date</b>	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	11 February 2004	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

<b>Consent and Moderation Requirements (CMR) reference</b>	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.

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**Comments on this unit standard**

Please contact NZQA National Qualifications Services [nqs@nzqa.govt.nz](mailto:nqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.