

Title	Be assertive in a range of specified situations		
Level	2	Credits	4

Purpose	People credited with this unit standard are able to: outline the purpose of assertive communication and describe barriers; interact assertively in one-to-one situations; and communicate assertively in a small group.
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Classification	Communication Skills > Interpersonal Communications
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Available grade	Achieved
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Guidance Information

- 1 **Definition**
Assertive communication is verbal and non-verbal behaviour that enables individuals to maintain respect, satisfy their needs, and defend their rights in a manner that does not dominate, manipulate, abuse, or control others.
- 2 **Range**
A small group is three to seven people.
Assertion techniques may include but are not limited to – vocabulary, articulation, voice modulation and projection, non-verbal communication.
- 3 Candidates must be assessed against this unit standard in a real-life workplace context using naturally occurring evidence, or in simulated conditions relevant to the candidate which require performance equivalent to a real-life context.
- 4 Assessment against this unit standard must take into account cultural differences in behaviour.
- 5 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.
- 6 In any group presentation, each candidate must have a role significant enough to be able to provide sufficient evidence for the assessment of individual performance.
- 7 All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

- 8 All activities must, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.
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Outcomes and performance criteria

Outcome 1

Outline the purpose of assertive communication and describe barriers.

Performance criteria

- 1.1 Assertive responses are distinguished from other responses in terms of aggressive, passive, and indirect behaviours.
- 1.2 Purpose is stated for using assertive communication.
- 1.3 Barriers to assertive communication are described in terms of their causes and impact.
- Range barriers may include but are not limited to – culture, status, gender, age, bias; evidence of three different types of barriers.

Outcome 2

Interact assertively in one-to-one situations.

Range evidence is required for two different contexts, which may include but are not limited to – workplace, family, social, wider community.

Performance criteria

- 2.1 The message is communicated to be clear, concise, and targeted to the recipient.
- 2.2 Responses are communicated in a manner that fits the situation.
- 2.3 Constructive feedback is provided.
- 2.4 Assertion techniques are used that fit the context, medium, and relationship with the other participant throughout the interaction.

Outcome 3

Communicate assertively in a small group.

Performance criteria

- 3.1 The message is communicated to be clear, concise, and targeted to the group.
- 3.2 Ideas and responses are contributed clearly and concisely.

- 3.3 Constructive feedback is provided.
- 3.4 Assertion techniques are used that fit the context, medium, and relationship between participants throughout the interaction.

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	26 January 1995	31 December 2014
Review	2	9 August 1996	31 December 2014
Review	3	24 March 1998	31 December 2014
Revision	4	2 November 2000	31 December 2014
Revision	5	11 February 2004	31 December 2014
Review	6	17 April 2009	31 December 2014
Revision	7	16 October 2009	31 December 2016
Rollover and Revision	8	24 October 2014	31 December 2020
Review	9	16 February 2017	N/A
Review	10	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.