

Title	Give oral instructions in the workplace		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to give oral instructions in the workplace.
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Classification	Communication Skills > Interpersonal Communications
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Available grade	Achieved
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Guidance Information

- 1 Definitions
Voice modulation refers to the variation of the quality of one's voice with regard to inflection, tone, pitch, and intensity.
Workplace means the actual workplace in which the candidate is either employed or on work experience.
- 2 Assessment must take place within the context of the candidate's workplace. For assessment the candidate may use visual aids and equipment to support the oral instructions. For assessment, voice modulation for hearing impaired people will be demonstrated through a sign language interpreter voicing the message of the signer.
- 3 A verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.
- 4 Legislation relevant to this unit standard includes the Health and Safety at Work Act 2015.
- 5 All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).
- 6 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

Give oral instructions in the workplace.

Range on two occasions with different instructions.

Performance criteria

- 1.1 The purpose of the instructions is clearly indicated to the audience.
- 1.2 Instructions are delivered using a sequence which fits the needs of the audience.
- 1.3 Instructions are delivered to fit the needs of the audience and the context.
Range delivery includes – pace, volume, pitch, vocabulary, conciseness.
- 1.4 Feedback is sought and used to clarify understanding of the instructions.
- 1.5 Instructions are summarised in a manner which clearly identifies the key points.

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Status information and last date for assessment for superseded versions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 2012
Review	2	9 August 1996	31 December 2012
Review	3	24 March 1998	31 December 2012
Review	4	25 July 2006	31 December 2013
Review	5	17 November 2011	31 December 2020
Rollover	6	24 October 2014	31 December 2020
Review	7	16 February 2017	N/A
Review	8	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.