

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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Explanatory notes

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

Outcomes and evidence requirements

Outcome 1

Give oral instructions in the workplace.

Evidence requirements

- 1.1 The purpose of the instructions is clearly indicated to the audience.
- 1.2 Instructions are delivered concisely using a sequence which fits the needs of the audience.

1.3 Language and delivery of the instructions fit the needs of the audience and the context.

Range delivery includes – pace, volume, pitch.

1.4 Feedback is encouraged 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 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Status information and last date for assessment for superseded versions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 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

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.