

Title	Give construction-related oral instructions		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to: plan the discussion in terms of construction-related issues; outline oral instructions to construction-related personnel; and take part in discussions with construction-related personnel on a construction-related conflict issue.
----------------	---

Classification	Construction Trades > Core Construction
-----------------------	---

Available grade	Achieved
------------------------	----------

Explanatory notes

- 1 Definitions

Job requirements means the requirements of the job, which can include requirements of the specifications, and also aspects outside the specifications such as time requirements, equipment requirements, labour requirements, and requirements to work around other jobs being conducted at the same time.

Small group refers to a collection of between three and five people with a common interest.

Work site practice refers to the documented procedures specific to a work site which set out the standard and required practices of that work site.
- 2 For the purpose of this unit standard, *technical information* may include but is not limited to – contract documentation, Acts, Codes of Practice and NZ Standards relevant to the candidate's own trade.
- 3 Practical elements of this unit standard may be assessed on the basis of evidence of demonstrated performance in the workplace or in simulated work situations designed to draw upon similar performance to that required in a workplace.

Outcomes and evidence requirements

Outcome 1

Plan the discussion in terms of construction-related issues.

Range instructions, outlining responsibilities.

Evidence requirements

- 1.1 Relevant technical information is checked before instructions are given in accordance with job requirements and work site practice.
- 1.2 An approach is assessed and selected which is appropriate to the situation and the people concerned in accordance with work site practice.

Range democratic, autocratic, non-intervention.
- 1.3 A plan to check completed job requirements against instructions is included in the discussion.

Outcome 2

Outline oral instructions to construction-related personnel.

Range one-to-one, small group.

Evidence requirements

- 2.1 The object of the instruction is explained.
- 2.2 The sequence of the instructions given is precisely detailed in accordance with job requirements.
- 2.3 The relationship between the team members is identified and specified in terms of workflow and job objectives.
- 2.4 Feedback from construction-related personnel is obtained until understanding is demonstrated.
- 2.5 The choice of language used is appropriate to the construction-related personnel and the circumstances, and meets the job requirements in accordance with work site practice.

Range trade terms, common language.
- 2.6 The instructions are summarised consistent with critical information and workflow and meets job objectives.

- 2.7 Completed job requirements are checked against given instructions and steps are taken to remedy where essential.

Outcome 3

Take part in discussions with construction-related personnel on a construction-related conflict issue.

Range one to one – face-to-face and phone; small groups; discussion subjects include two of – differences of opinion, personal animosity, expression of sexism, racism, inappropriate modulation and use of language, non-compliance with organisational or group/team norms and/or values.

Evidence requirements

3.1 The opening statement captures attention by constructively defining the subject.

3.2 Communication techniques are used to establish and reinforce a positive relationship.

Range face-to-face techniques – body language, communication, eye contact, voice modulation, language, timing. A point of view is given; phone techniques – communication, voice modulation, language, timing. A point of view is given.

3.3 Technical or physical evidence is explained and presented in a logical and leading sequence that relates to the specific issue, in accordance with work site practice.

3.4 Response to feedback is made in a constructive manner in accordance with work site practice.

Range one of – admitting error, justifying position, resolving differences of opinion.

3.5 Issue(s) are resolved and further action is decided and agreed in accordance with work site practice.

Planned review date	31 December 2015
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	23 June 2000	31 December 2013
Revision	2	19 August 2005	12 December 2013
Rollover and Revision	3	12 December 2008	31 December 2013
Review	4	15 April 2011	N/A

Consent and Moderation Requirements (CMR) reference	0048
--	------

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 (CMRs). 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 the Building and Construction Industry Training Organisation national.office@bcito.org.nz if you wish to suggest changes to the content of this unit standard.