

<b>Title</b>	<b>Give oral instructions in the cleaning industry to people who speak English as a second language</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	<p>This unit standard is for people in the cleaning industry.</p> <p>People credited with this standard are, for the cleaning industry where employees speak English as a second language, able to: describe oral communications with employees; demonstrate oral communication skills for instructing employees, acknowledging cultural differences between people; and demonstrate interactive communication skills for instructing employees.</p>
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<b>Classification</b>	Cleaning and Caretaking > Cleaning Services Administration
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Assessment may take place on-the-job or in a simulated environment, but must be subject to the organisational requirements of a real workplace.
- 2 Definitions  
*Organisational requirements* refers to instructions to staff on policy, procedures and methods relating to cleaning in the workplace (including health and safety) and the application of any written procedures which are documented in memo or manual format, and are available in the cleaning workplace.  
*English as a second language* refers to the use of English as an additional language by people from non-English-speaking backgrounds.

### Outcomes and performance criteria

#### Outcome 1

Describe oral communication with employees in the cleaning industry who speak English as a second language.

**Range** one-to-one or small group situations; includes but is not limited to – open ended questions, questions to assess understanding, ‘show, tell, ask and repeat’ (STAR) techniques related to cleaning, cleaning terminology (Safety Data Sheets), safe use and handling of cleaning agents, colour-coded systems in the cleaning industry, cultural differences between people from different cultures in the cleaning workplace.

**Performance criteria**

- 1.1 Barriers to oral communication with people who speak English as a second language are identified in a cleaning workplace.
- 1.2 Procedures to improve effective oral communication with people in a cleaning workplace who speak English as a second language are identified.

**Outcome 2**

Demonstrate oral communication skills for instructing employees in the cleaning industry who speak English as a second language, acknowledging cultural differences between people.

**Performance criteria**

- 2.1 Oral greetings made to people from another culture are appropriate to the identified culture and to the workplace.
- 2.2 Instructions given to the employee are given concisely and clearly using language which meets the needs of the employee and the workplace.  
  
Range includes – security requirements, health and safety issues in the cleaning industry, the use of appropriate cleaning techniques for different locations, the use of equipment, the use of cleaning agents.
- 2.3 The outcome of the instruction is related to the organisational requirements of the cleaning industry and is clearly indicated to the employee.
- 2.4 An oral strategy relevant to the cleaning workplace is used to demonstrate cultural awareness and to avoid offending people from another culture.  
  
Range speaking, listening, oral feedback from employees.

**Outcome 3**

Demonstrate interactive communication skills for instructing employees in the cleaning industry who speak English as a second language.

- Range one-to-one or small group situations.  
Includes but is not limited to – use of cleaning terminology; clarity of speech; tone and voice; seeking participant feedback.

**Performance criteria**

- 3.1 Instructions relating to the cleaning workplace are given clearly, using language which fits the communication needs of the employee.

- 3.2 Instructions relating to the cleaning workplace are summarised at the end in a manner which clearly identifies the main components of the instructions which were given to the employee.
- 3.3 Information is given and requested relating to the cleaning workplace in a way which is sensitive to the identified culture, is clear and concise, and is targeted to the recipient.
- 3.4 Visual aids, equipment and demonstration used are appropriate to a cleaning workplace and support the instruction.

**This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.**

#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 May 2003	31 December 2014
Review	2	26 March 2007	31 December 2014
Review	3	18 October 2012	31 December 2021
Review	4	24 January 2019	31 December 2021

<b>Consent and Moderation Requirements (CMR) reference</b>	0004
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.