

Title	Communicate information and maintain relationships in an IT context		
Level	4	Credits	5

Purpose	<p>People credited with this unit standard are able to: communicate information in an IT professional context to achieve objectives; and demonstrate interpersonal skills to maintain relationships in an IT professional context. This unit standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Information Technology Essentials (Level 4) [Ref: 2594].</p>
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Classification	Computing > Generic Computing
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Available grade	Achieved
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Guidance Information

- 1 Assessment, where applicable, will be conducted in and for the context of a real or realistic situation and/or setting, with conditions that demand performance equivalent to that required in the real-life context and be relevant to current and/or emerging practice. Where naturally occurring evidence is used for assessment against this unit standard, a verifier's checklist is acceptable if accompanied by evidence that includes examples from the learner's performance.
- 2 The IT professional context is intended to provide opportunities for the learner to demonstrate an understanding of IT specific concepts, technical language and jargon, and communicate in a way that can be readily understood by non-IT professionals. For assessment, the written report will be approximately 700-1000 words long, and the learner must deliver a presentation of at least 5 minutes to an audience of at least three people.
- 3 Oral presentation may include verbal and non-verbal communication preferences; maintaining engagement with audience; audible with voice modulation; visual aids readable to audience; clear, logical and plausible message. Attributes of a good delivery may include use of rhythm, speed, volume, pitch, posture, gesture, eye contact, facial expression, movement, personal presentation, timing, fluent transition between the main points.
- 4 Written report may include – identification of purpose and scope of report; relevant and complete information (in terms of the purpose; the context, situation, or occasion; the subject matter; the intended audience; and any organisational requirements); clear, logical and plausible argument; clear conclusions and recommendations that are consistent with the purpose; minor non-intrusive spelling, punctuation, grammatical and referencing errors.

5 Definitions

Collaborative digital tools refer to calendars, workflow systems, time trackers, planning tools, asynchronous and synchronous tools such as the wide range of conferencing, online forums and online learning tools.

Cultural diversity refers to differences between groups of people who share beliefs, values, and norms as a result of their – age, gender, race, ethnicity, sexual orientation, special needs, and religion. Groups of people can include colleagues, customers or clients.

Organisation refers to a specific entity which may be – in private, public, or community and voluntary sectors; a business, a discretely managed unit within a larger entity, a Māori organisation, or a special-purpose body.

6 Legislation relevant to this unit standard may include but is not limited to the:

Copyright Act 1994

Copyright (New Technologies) Amendment Act 2008

Electronic Transactions Act 2002

Films, Videos, and Publications Classification Act 1993

Harmful Digital Communications Act 2015

Health and Safety at Work Act 2015

Official Information Act 1982

Privacy Act 1993

Protected Disclosures Act 2000

Unsolicited Electronic Messages Act 2007

and any subsequent amendments.

Current legislation and regulations can be accessed at <http://legislation.govt.nz>.

7 References

ACC5637 Guidelines for Using Computers - Preventing and managing discomfort, pain and injury. Accident Compensation Corporation - Department of Labour, 2010; available from Worksafe New Zealand, at

<http://www.business.govt.nz/worksafe/information-guidance/all-guidance-items/guidelines-for-using-computers>.

Outcomes and performance criteria

Outcome 1

Communicate information in an IT professional context to achieve objectives.

Range includes but not limited to – written report; oral presentation

Performance criteria

1.1 Information is presented in a clear, logical structure that meets the requirements of the audience and achieves objectives.

Range includes communicating IT information to IT professional/s and non-IT professional/s;
includes use of digital tools to prepare and/or present information.

- 1.2 Technical language, concepts and jargon are interpreted to assist the comprehension of the receiver.
- 1.3 Own performance is reviewed to identify opportunities for future improvement when communicating IT information.

Outcome 2

Demonstrate interpersonal skills to maintain relationships in an IT professional context.

Range clients, colleagues.

Performance criteria

- 2.1 Behaviours, attitudes and language used contribute to maintaining relationships when collaborating in an IT context.

Range includes maintaining relationships between IT professional and non-IT professional/s;
 behaviours and attitudes include but are not limited to – respect, timeliness, discretion, confidentiality, commitment, cultural awareness;
 language includes verbal and non-verbal;
 includes use of collaborative digital tools.

- 2.2 Own performance is reviewed to identify opportunities for future improvement when maintaining relationships in an IT professional context.

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	19 January 2017	31 December 2024
Review	2	28 April 2022	31 December 2024

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>.