

<b>Title</b>	<b>Demonstrate and apply knowledge of roofing industry workplace communications</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This unit standard is intended for use in the training and assessment of people carrying out roof installation work and covers roofing industry communication requirements.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> <li>- demonstrate knowledge of roofing workplace communication needs and methods;</li> <li>- communicate orally in a roofing workplace using three different methods in a manner that meets organisational requirements;</li> <li>- communicate in writing in a roofing workplace using three different methods in a manner that meets organisational requirements; and</li> <li>- communicate using hand signals in a roofing workplace.</li> </ul>
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<b>Classification</b>	Plumbing, Gasfitting and Drainlaying > Roofing
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 This unit standard has been developed for learning and assessment on-job or off-job.
- 2 References
  - Building Act 2004 and associated regulations;
  - Construction Contracts Act 2002;
  - Health and Safety at Work Act 2015;
  - Historic Places Act 1993;
  - Local Government Act 2002;
  - Official Information Act 1982;
  - Privacy Act 1993;
  - Resource Management Act 1991;
  - Acceptable Solutions and Verification Methods for New Zealand Building Code Clause E2 External Moisture;
  - Licensed Building Practitioner Scheme – Understanding the Regulatory Environment Booklet – available at: <http://www.business.govt.nz/lbp/the-board/getting-licensed/applying-for-licensing>;
  - NZS 3604:2011 Timber-framed buildings;
  - NZS 3902:2004 Housing, alterations and small buildings contract;
  - NZS 4121:2001, Design for access and mobility: Buildings and associated facilities;

New Zealand Building Code Hand Book – available at:  
<http://www.building.govt.nz/building-code-compliance/building-code-and-handbooks/building-code-handbook>;  
and all subsequent amendments and replacements.

### 3 Range

- a Candidates must refer to current legislation and Standards during assessment.
- b Demonstration of safe working practices are essential components of assessment of this unit standard.
- c All activities and evidence presented for all outcomes and performance criteria in this unit standard must be in accordance with:
  - i legislation;
  - ii policies and procedures;
  - iii ethical codes;
  - iv Standards – may include but are not limited to those cited in the New Zealand Building Code Hand Book;
  - v applicable site, enterprise, and industry practice; and,
  - vi manufacturers' instructions, specifications, and data sheets.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of roofing workplace communication needs and methods.

#### Performance criteria

- 1.1 Explain the need to communicate in a roofing workplace.
- 1.2 Describe roofing workplace oral communication methods in terms of situation.

Range methods include but are not limited to – face-to-face, telephone, video calling, Skype, video recording, voice mail.
- 1.3 Describe roofing workplace oral communications protocols.

Range includes but is not limited to – acceptable language, volume, forms of address, relationship between the participants.
- 1.4 Describe roofing workplace written communication methods in terms of situation.

Range methods include but are not limited to – hand written, word processes, email, text messaging, photographs, signage, diagrams.
- 1.5 Describe roofing workplace written communication protocols.

Range includes but is not limited to – language used, forms of address, relationship between the participants.

- 1.6 Describe the use of hand signals to communicate in a roofing workplace.
- 1.7 Explain the requirements of the Privacy Act 1993 in terms of how to treat information.

### **Outcome 2**

Communicate orally in a roofing workplace using three different methods in a manner that meets organisational requirements.

Range face-to-face, telephone, video calling, Skype, video recording, voice mail.

#### **Performance criteria**

- 2.1 Communicate clearly and concisely and in a manner appropriate to the subject matter and the client or colleague.
- Range may include but are not limited to – register, tone, language.
- 2.2 Obtain feedback to ensure that the communication is understood.

### **Outcome 3**

Communicate in writing in a roofing workplace using three different methods in a manner that meets organisational requirements.

Range hand written, word processes, email, text messaging, photographs, signage, diagrams.

#### **Performance criteria**

- 3.1 Communicate clearly and concisely and in a manner appropriate to the subject matter and the client or colleague.
- Range may include but is not limited to – spelling, punctuation, grammar.
- 3.2 Obtain feedback to ensure that the communication is understood.

### **Outcome 4**

Communicate using hand signals in a roofing workplace.

#### **Performance criteria**

- 4.1 Use hand signals to communicate in a roofing workplace.
- 4.2 Obtain feedback to ensure that the communication is understood.

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**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	16 March 2017	31 December 2027
Rollover	2	25 August 2022	31 December 2027
Review	3	28 November 2024	31 December 2027

**Consent and Moderation Requirements (CMR) reference**

0003

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.