

<b>Title</b>	<b>Demonstrate and apply knowledge of workplace communication in mechanical engineering trades</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>2</b>

<b>Purpose</b>	<p>This unit standard, intended for on or off job assessment, is for people in the mechanical engineering trades.</p> <p>People credited with this unit standard are able to demonstrate knowledge of workplace documentation; and demonstrate knowledge of, and apply, interpersonal communication in mechanical engineering trades.</p>
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<b>Classification</b>	Mechanical Engineering > Engineering Core Skills
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<b>Available grade</b>	Achieved
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### Guidance Information

Practical use and completion of workplace documentation is integrated through the practical mechanical engineering unit standards so is not included in this unit standard.

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### Outcomes and performance criteria

#### Outcome 1

Demonstrate knowledge of workplace documentation in mechanical engineering trades.

#### Performance criteria

1.1 Documentation types are described in terms of use and importance.

Range component specifications, job description, quality records, compliance records, materials traceability records, quantities used, time records, as-built, job completion, work orders, procedural, health and safety; documentation may be physical or in electronic format.

#### Outcome 2

Demonstrate knowledge of, and apply, interpersonal communication in mechanical engineering trades.

**Performance criteria**

- 2.1 The need for variance in communication approach is explained for communicating with people with different profiles.
- Range teammates, apprentices, customers, suppliers, supervisors, managers, company leaders.
- 2.2 Considerations for communicating with people of different cultures are explained.
- Range language barriers, cultural differences.
- 2.3 Effective workplace communication practices are demonstrated.
- Range active listening, courtesy, authenticity, clarity of speech, tone, positivity, questioning, repeating back, appropriate body language, use of visual communication aids such as sketches, use of industry terminology.
- 2.4 Workplace health and safety information is communicated verbally.
- Range examples of verbal communication types are – participation in health and safety related team meetings, notification of incidents, first aid related, personal protective clothing (PPE) related, hazard or risk related, suggestions for health and safety workplace improvements.

<b>Planned review date</b>	31 December 2022
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	14 December 2017	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0013
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact Competenz [qualifications@competenz.org.nz](mailto:qualifications@competenz.org.nz) if you wish to suggest changes to the content of this unit standard.