| Title | Negotiate a complex spoken transaction in an employment context (EL) | | |
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| Level | 4 | Credits | 5 |

| Purpose | This unit standard is for people for whom English is an additional language. People credited with this unit standard are able to negotiate a complex spoken exchange (EL). |
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| Classification | Languages > English Language |
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| Available grade | Achieved |
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| Prerequisites | Unit 31015, *Participate in a spoken interaction in an applied context (EL)*, or demonstrate equivalent knowledge and skills. |
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**Guidance information**

1    *English Language (EL)* refers to the acquisition of English as an additional language.

2    This unit standard is at a level comparable to the Common European Framework of Reference (CEFR) mid B2.  It is intended for learners with independence in English. A structured overview of all CEFR related scales can be found at http://www.coe.int/en/web/portfolio/overview-of-cefr-related-scales.

3    This unit standard may contribute to the New Zealand Certificate in English Language (Employment) (Level 4) [Ref: 3668].  The requirements of this standard are consistent with the *NZCEL Guiding Document*.  This document includes guidelines relating to appropriate texts, task specifications and assessment conditions and can be found at http://www.nzqa.govt.nz.

4    All assessment activities must be conducted in English, which must not be the candidate's first language.

5    Two or more candidates may be assessed simultaneously, but each candidate must fulfil the requirements of the unit standard independently.

6    It is recommended that:
     i    the outcomes are assessed in authentic or simulated situations, relevant to the learning context of the candidate, as part of an integrated unit of work;
     ii   assessment be conducted in conjunction with assessment against other English Language unit standards at this level.

7    For the purposes of moderation, the assessment must be recorded audio-visually.  If telephone conversations are used, there must be an audio and visual recording of both participants.  Recorded work must not be edited.  Guidelines for digital visual submissions can be found in *Preparing digital visual submissions for moderation,* accessed at: http://www.nzqa.govt.nz.

8    Assessment support material for *English Language* unit standards can be found at www.nzqa.govt.nz.

9    Definitions
     *Assertive strategies* refer to the ability to clearly express positive and negative ideas, feelings and needs in a way that respects the rights of others
     *Complex spoken transaction* refers to an interaction with a negotiated outcome.
     *Conventions (of spoken interaction),* for the purposes of this standard, refer to verbal and non-verbal practices/strategies e.g. greeting, leave taking, eye contact; and behaviour appropriate to the context, such as negotiating, clarifying, confirming, asking for repetition, giving or responding to feedback.
     *Fluent* refers to a smooth flow of language with few unnatural pauses.
     *Inconsistencies* refer to variable control in language features, where the candidate can self-correct if necessary.
     *Spontaneous* (responses) refers to responses that are natural and unrehearsed.  It may include the candidate adjusting learnt language patterns to suit the negotiation.
     *Transaction,* for the purposes of this standard, refer to interaction dealing with complex goods or services; negotiations that involve reaching an agreement, such as with landlord, education provider, travel agent, employer, service provider.

## Outcomes and performance criteria

### Outcome 1

Negotiate a complex spoken transaction in an employment context (EL).

Range    must include a minimum of two people;
         transaction must be a minimum of eight minutes in duration.

### Performance criteria

1.1    Conventions of a spoken transaction are used in a manner appropriate to topic, context and participants.

1.2    Interactive strategies are used to achieve the purpose.

       Range    interactive strategies may include but are not limited to – question and answer, agreement and disagreement, assertive strategies clarification, confirming, asking for repetition, verbal and non-verbal feedback.

1.3   Spoken transaction demonstrates good control of a wide range of appropriate language features to communicate ideas effectively and achieve the purpose of the transaction.  It may contain inconsistencies, but these seldom impede communication.

      Range   language features include – grammatical, lexical and phonological features relevant to content and context;
              grammatical features include the use of – verb tenses/forms, word order;
              lexical features may include but are not limited to – word choice, grammatical form;
              phonological features include – pronunciation, intonation, stress, pace, audibility, rhythm.

1.4   Spoken transaction is spontaneous, fluent and can be understood with minimal effort.

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| **Replacement information** | This unit standard replaced unit standard 28066. |

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| **Planned review date** | 31 December 2023 |

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

| Process | Version | Date | Last Date for Assessment |
|---|---|---|---|
| Registration | 1 | 29 March 2018 | N/A |

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|---|---|---|
| **Consent and Moderation Requirements (CMR) reference** | | 0226 |

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

**Comments on this unit standard**

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.