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| Title | Negotiate a complex spoken transaction in an employment context in English language | | |
| Level | 4 | Credits | 5 |

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| Purpose | <p>People credited with this unit standard are able to negotiate a complex spoken exchange in an employment context in English language.</p> <p>This unit standard is for learners for whom English is an additional language.</p> <p>It is intended for learners with independence in English.</p> |
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| Classification | Languages > English Language |
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| Available grade | Achieved |
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Guidance Information

- 1 This unit standard may contribute to the New Zealand Certificate in English Language (Employment) (Level 4) [Ref: 3668].
- 2 It is recommended that:
 - i the outcomes are assessed in authentic or simulated situations, relevant to the learning context of the learner, 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.
- 3 This unit standard is at a level informed by the Common European Framework of Reference (CEFR). A structured overview of all CEFR related scales can be found at <https://www.coe.int/en/web/portfolio/overview-of-cefr-related-scales>.
- 4 The requirements of this standard are consistent with the *supporting documents*. They include guidelines relating to appropriate texts, task specifications and assessment conditions and can be found at <https://www2.nzqa.govt.nz/qualifications-and-standards/english-language/>.
- 5 All assessment activities must be conducted in English, which must not be the learner's first language.
- 6 Two or more learners may be assessed simultaneously, but each learner must fulfil the requirements of the unit standard independently, with any inconsistencies seldom impeding communication.

- 7 For quality assurance purposes, including moderation, assessment against this unit standard must be recorded both aurally and 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 at <https://www2.nzqa.govt.nz>.
- 8 Guidelines for preparing submissions for moderation can be found at <https://www2.nzqa.govt.nz/tertiary/assessment-and-moderation-of-standards/external-moderation-application/>.
- 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)* refer to verbal and non-verbal practices/strategies e.g. greetings, saying goodbye, 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 learner can self-correct if necessary.
- Spontaneous* (responses) refer to responses that are natural and unrehearsed. It may include the learner adjusting learnt language patterns to suit the negotiation.
- Transaction* refers to interaction dealing with complex goods or services and negotiations that involve reaching an agreement.

Outcomes and performance criteria

Outcome 1

Negotiate a complex spoken transaction in an employment context in English language.

Range must include at least two people;
transaction must be at least eight minutes in duration, and may include but is not limited to, negotiations with a landlord, education provider, travel agent, employer, service provider.

Performance criteria

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

1.2 Purpose is achieved by using interactive strategies.

Range interactive strategies may include question and answer, agreement and disagreement, assertive strategies clarification, confirming, asking for repetition, verbal and non-verbal feedback.

- 1.3 Good control of a wide range of appropriate language features is demonstrated in the spoken transaction to effectively communicate ideas and achieve the purpose.

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 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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| Planned review date | 31 December 2029 |
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Status information and last date for assessment for superseded versions

| Process | Version | Date | Last Date for Assessment |
|--------------|---------|----------------|--------------------------|
| Registration | 1 | 29 March 2018 | 31 December 2026 |
| Review | 2 | 29 August 2024 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0226 |
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This CMR can be accessed at <https://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

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