

Title	Demonstrate knowledge of and apply listening techniques		
Level	1	Credits	3

Purpose	People credited with this unit standard are able to demonstrate knowledge of and apply listening techniques.
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Classification	Communication Skills > Interpersonal Communications
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Available grade	Achieved
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Explanatory note

- 1 In outcome 2, application of effective listening techniques must be demonstrated in practical situations involving at least two people.
- 2 In the absence of video evidence, a verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.
- 3 For participants from the deaf community, New Zealand Sign Language (NZSL) may be used between signing individuals and a signing group in order to demonstrate the requirements for this unit standard. A sign language interpreter must not be used in a group where all participants are using NZSL.

For mixed groups of hearing and deaf participants, an interpreter may be used to interpret spoken and signed language only when NZSL users are interacting with hearing participants.

Outcomes and evidence requirements

Outcome 1

Demonstrate knowledge of listening techniques.

Evidence requirements

- 1.1 Effective listening techniques are identified.

Range	a minimum of three verbal and three non-verbal listening techniques.
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- 1.2 Barriers that impact on listening are identified.

Range	social, cultural, emotional, physical, environmental.
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- 1.3 Own strengths and weaknesses in listening performance are identified.

1.4 Ways in which own listening performance can be improved are identified.

Outcome 2

Apply listening techniques.

Range three different interactive situations.

Evidence requirements

2.1 The purpose of listening is identified for each situation.

2.2 Open questions are asked to clarify understanding.

Range meaning, speaker's point of view.

2.3 Feedback is used to show interest and/or encourage the speaker to elaborate.

Range verbal, non-verbal.

2.4 Main points of the communication are summarised.

Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 May 1995	31 December 2014
Review	2	24 March 1998	31 December 2014
Revision	3	11 February 2004	31 December 2014
Review	4	17 April 2009	31 December 2016
Rollover and Revision	5	24 October 2014	31 December 2020
Review	6	16 February 2017	N/A

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>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

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.