

<b>Title</b>	<b>Communicate within a specified organisational context</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	People credited with this unit standard are able to communicate within a specified organisational context.
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<b>Classification</b>	Communication Skills > Interpersonal Communications
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<b>Available grade</b>	Achieved
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### Explanatory notes

- 1 Definition  
*Organisational requirements* refer to the policies and procedures of a group based in a work, community, sporting, religious, educational, or cultural context.
- 2 All evidence generated for assessment against this standard must meet applicable organisational requirements.
- 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.
- 4 In the absence of video evidence, a verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.
- 5 For outcome 2, the information provided must be of sufficient length and complexity to enable the candidate to demonstrate competence.
- 6 Legislation relevant to this unit standard includes Privacy Act 1993, Health and Safety at Work Act 2015.

## Outcomes and evidence requirements

### Outcome 1

Communicate within a specified organisational context.

Range two oral, two written communications;  
includes responding to an enquiry.

### Evidence requirements

- 1.1 The language used, including forms of address, is appropriate to the situation and relationship between the participants.
- 1.2 Information provided is clear and presented in a manner appropriate to the target audience.
- 1.3 Feedback is sought from the enquirer to ensure the information is understood.
- 1.4 Information provided is treated in accordance with organisational and legislative requirements.
- 1.5 Conventions used are in accordance with organisational requirements.

Range written conventions may include but are not limited to – spelling, punctuation, grammar;  
oral conventions may include but are not limited to – register, tone, language.

<b>Planned review date</b>	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	28 February 1997	31 December 2014
Revision	2	8 June 1999	31 December 2014
Revision	3	22 January 2003	31 December 2014
Review	4	17 April 2009	31 December 2016
Review	5	24 October 2014	31 December 2020
Review	6	16 February 2017	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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.

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**Comments on this unit standard**

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