

| | | | |
|--------------|--|----------------|----------|
| Title | Demonstrate and apply knowledge of communication process theory | | |
| Level | 3 | Credits | 4 |

| | |
|----------------|--|
| Purpose | People credited with this unit standard are able to: demonstrate knowledge of communication process theory; and examine communication situations in terms of communication process theory. |
|----------------|--|

| | |
|-----------------------|---|
| Classification | Communication Skills > Interpersonal Communications |
|-----------------------|---|

| | |
|------------------------|----------|
| Available grade | Achieved |
|------------------------|----------|

Guidance Information

- 1 For assessment the confidentiality and privacy of all persons concerned must be respected at all times.
- 2 All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).
- 3 All activities must, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of communication process theory.

Performance criteria

- 1.1 Elements of communication process theory are identified and explained in terms of their function.

Range at least six elements are required.
- 1.2 For each identified element of the communication process, a barrier is described and a mitigating solution is proposed.

- 1.3 Factors affecting cross-cultural communication are described in terms of their significance in the communication process.

Range factors may include but are not limited to – proximity, language, time, age, gender, status indicators, paralanguage, pace of speech, eye contact, gesture; evidence of four is required.

- 1.4 Non-verbal communication is described in terms of its significance in communication process theory.

Range non-verbal communication includes but is not limited to – gesture, open and closed body language, eye contact, status indicators, nods, beckoning, use of space, paralanguage, personal presentation, posture; evidence of four is required.

Outcome 2

Examine communication situations in terms of communication process theory.

Range evidence is required of two different communication situations. These situations must be real to the candidate, and may relate to but are not limited to – the workplace, family, socialising.

Performance criteria

- 2.1 Situations are examined in terms of the effectiveness and efficiency of the communication process.
- 2.2 Barriers to communication processes within the situations are identified and solutions that are relevant and practical are suggested to overcome them.

| | |
|--------------------------------|---|
| Replacement information | This unit standard replaced unit standard 1313. |
| Planned review date | 31 December 2027 |

Status information and last date for assessment for superseded versions

| Process | Version | Date | Last Date for Assessment |
|--------------|---------|------------------|--------------------------|
| Registration | 1 | 28 February 1997 | 31 December 2012 |
| Revision | 2 | 18 March 1998 | 31 December 2012 |
| Revision | 3 | 8 June 1999 | 31 December 2012 |
| Revision | 4 | 22 January 2003 | 31 December 2012 |
| Review | 5 | 25 July 2006 | 31 December 2013 |
| Review | 6 | 17 November 2011 | 31 December 2020 |
| Rollover | 7 | 24 October 2014 | 31 December 2020 |
| Review | 8 | 16 February 2017 | N/A |
| Review | 9 | 24 March 2022 | N/A |

Consent and Moderation Requirements (CMR) reference

0113

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.