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|--------------|----------------------------------------------------------------------|----------------|----------|
| <b>Title</b> | <b>Demonstrate knowledge of workplace communication requirements</b> |                |          |
| <b>Level</b> | <b>1</b>                                                             | <b>Credits</b> | <b>5</b> |

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| <b>Purpose</b> | People credited with this unit standard are able to: define technical terms and describe communication processes related to a specified workplace or type of employment, and interpret workplace instructions. |
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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 This unit standard may apply to people commencing a new job, or to students, trainees, or others who are working or preparing for work in a specified workplace or type of employment.
- 2 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.

- 3 **Definitions**  
*A specified workplace* is the actual or likely workplace where the learner will be employed whether voluntary or paid. A classroom is not a workplace.  
*Technical term* means a word or phrase that is common in the workplace or type of employment, but is not otherwise generally understood.
- 4 **Range**  
 Graphic refers to – symbols, icons, images.

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### Outcomes and evidence requirements

#### Outcome 1

Define technical terms related to the specified workplace or type of employment.

**Evidence requirements**

1.1 Definition of terms is accurate and consistent with workplace usage.

Range five.

**Outcome 2**

Describe communication processes in the specified workplace or type of employment.

Range evidence of communication processes for three different workplace situations.

**Evidence requirements**

2.1 Communication processes are described in accordance with workplace requirements.

Range includes but is not limited to – mode, participants.

**Outcome 3**

Interpret workplace instructions.

Range written, oral, graphic.

**Evidence requirements**

3.1 Key points of the instructions are identified.

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| <b>Planned review date</b> | 31 December 2021 |
|----------------------------|------------------|

**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       | 27 March 1998    | 31 December 2014         |
| Revision     | 3       | 8 June 1999      | 31 December 2014         |
| Revision     | 4       | 22 January 2003  | 31 December 2014         |
| Review       | 5       | 17 April 2009    | 31 December 2016         |
| Review       | 6       | 24 October 2014  | 31 December 2020         |
| Review       | 7       | 16 February 2017 | N/A                      |

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| <b>Consent and Moderation Requirements (CMR) reference</b> | 0113 |
|------------------------------------------------------------|------|

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.