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| Title | **Give oral instructions in the workplace** |
| Level | **3** | **Credits** | **3** |

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| Purpose | People credited with this unit standard are able to give oral instructions in the workplace. |

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| Classification | Communication Skills > Interpersonal Communications |

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| Available grade | Achieved |

**Guidance Information**

1 Definition

 *Voice modulation* refers to the variation of the quality of one's voice with regard to inflection, tone, pitch, and intensity. For assessment, voice modulation for hearing impaired people will be demonstrated through a sign language interpreter voicing the message of the signer.

2 For assessment the candidate may use visual aids and equipment to support the oral instructions.

3 In this unit standard *workplace* means the actual workplace in which the candidate is either employed or on work experience. Assessment must take place within this context.

4 A verifier’s checklist is acceptable if accompanied by evidence that includes examples from the candidate’s performance.

5 Legislation relevant to this unit standard includes the Health and Safety at Work Act 2015.

6 All activities relevant to this standard will respect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

7 All activities will, 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**

Give oral instructions in the workplace.

Range – on two occasions with different instructions.

**Performance criteria**

1.1 The purpose of the instructions is clearly indicated to the audience.

1.2 Instructions are delivered using a sequence which fits the needs of the audience.

1.3 Delivery of the instructions fit the needs of the audience and the context.

Range delivery includes – pace, volume, pitch, vocabulary, conciseness.

1.4 Feedback is sought and used to clarify understanding of the instructions.

1.5 Instructions are summarised in a manner which clearly identifies the key points.

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| Planned review date | 31 December 2026 |

**Status information and last date for assessment for superseded versions**

| Process | Version | Date | Last Date for Assessment |
| --- | --- | --- | --- |
| Registration | 1 | 26 January 1995 | 31 December 2012 |
| Review | 2 | 9 August 1996 | 31 December 2012 |
| Review | 3 | 24 March 1998 | 31 December 2012 |
| Review | 4 | 25 July 2006 | 31 December 2013 |
| Review | 5 | 17 November 2011 | 31 December 2020 |
| Rollover | 6 | 24 October 2014 | 31 December 2020 |
| Review | 7 | 16 February 2017 | N/A |
| Review  | 8 | XXXX 2021 | N/A |

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| 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.