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| Title | **Give feedback on performance in the workplace** |
| Level | **3** | **Credits** | **3** |

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| Purpose | People credited with this unit standard are able to give feedback on performance 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.

2 Candidates must be assessed against this unit standard in a real-life workplace context using naturally occurring evidence, or in simulated conditions relevant to the candidate which require performance equivalent to a real-life context.

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

4 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.

5 Legislation relevant to this unit standard may include but is not limited to – the Privacy Act 1993, and its subsequent amendments. If this unit standard is assessed against in the workplace, workplace requirements and relevant employment legislation will also apply.

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 feedback on performance in the workplace.

Range feedback may be given to individual(s) and/or group(s)/team(s).

**Performance criteria**

1.1 Feedback is provided in a prepared manner.

Range prepared manner relates to – context, time, place, privacy.

1.2 Feedback is balanced and objective, respects the recipient, and uses appropriate language, voice modulation, and non-verbal signals.

1.3 Recipient’s response to feedback is assessed in terms of candidate’s review of own performance.

Range quality of own performance, opportunities for change.

1.4 Candidate’s reaction to response is made in a manner that respects all parties.

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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 | 28 February 1997 | 31 December 2012 |
| Revision | 2 | 8 June 1999 | 31 December 2012 |
| Revision | 3 | 22 January 2003 | 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.