

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

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
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Explanatory notes

1 Definitions
Voice modulation refers to the variation of the quality of one's voice with regard to inflection, tone, pitch, and intensity.

2 People must be assessed against this unit standard in a real-life workplace context using naturally occurring evidence or in simulated conditions that demand performance equivalent to that required in the real-life context.

Where naturally occurring evidence is used for assessment against this unit standard, a verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.

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 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.

Outcomes and evidence requirements

Outcome 1

Give feedback on performance in the workplace.

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

Evidence requirements

- 1.1 Feedback is provided in a prepared manner.
- Range prepared manner relates to – context, time, place, privacy.
- 1.2 Feedback respects the recipient, is balanced and objective, uses appropriate language, voice modulation, and non-verbal signals.
- Range respect for the recipient may include aspects of diversity and cultural differences in terms of – preferred language, feedback type, cultural background, ethics, individual and community values, methods used to communicate feedback.
- 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.

Planned review date	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 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

Consent and Moderation Requirements (CMR) reference	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.

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.