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| Title | Listen actively to gain information in an interactive situation | | |
| Level | 3 | Credits | 3 |

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| Purpose | People credited with this unit standard are able to listen actively to gain information in an interactive situation. |
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| Classification | Communication Skills > Interpersonal Communications |
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| Available Grade | Achieved |
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Explanatory notes

- 1 Assessment against this unit standard must involve two different interpersonal communication contexts where the candidate and other people are actively communicating with each other.
- 2 In the absence of video evidence, 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.

Outcomes and evidence requirements

Outcome 1

Listen actively to gain information in an interactive situation.

Range two different contexts, including at least one where the participants can see each other in real time.

Evidence requirements

- 1.1 Active listening techniques used are appropriate to the interaction.

Range active listening techniques include but are not limited to – attending, reflective listening, responding to non-verbal cues.
- 1.2 Information is clarified by paraphrasing and questioning.
- 1.3 Information gained is summarised, with supporting detail.

- 1.4 Responses match the purpose of the interaction and are appropriate to the cultural context in terms of language and protocol.

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| Replacement information | This unit standard replaced unit standard 3502. |
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| 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 | 24 March 1998 | 31 December 2012 |
| Review | 2 | 25 July 2006 | 31 December 2013 |
| Review | 3 | 17 November 2011 | 31 December 2020 |
| Rollover | 4 | 24 October 2014 | 31 December 2020 |
| Review | 5 | 16 February 2017 | N/A |

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| 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.