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

Purpose
People credited with this unit standard are able to: use active listening techniques to gain information; and respond to information received, in two different contexts.

Classification
Communication Skills > Interpersonal Communications

Available Grade
Achieved

Explanatory notes

1 Definitions
*Active listening techniques* may include but are not limited to – attending, paraphrasing, summarising, questioning, reflective listening, responding to non-verbal cues.
*Attending* means to listen or watch carefully.

2 Assessment against this unit standard must involve two different interpersonal communication contexts where the candidate and other people are actively communicating with each other. For example, a candidate interacting with an audio recording of a person’s voice would not be acceptable. These contexts may involve but are not limited to – problem-solving situations, listening to instructions.

Outcomes and evidence requirements

Outcome 1
Use active listening techniques to gain information in two different contexts.

Evidence requirements

1.1 Candidate’s responses to non-verbal cues fit the context.
1.2 Information is clarified by paraphrasing, summarising, and questioning.

Outcome 2
Respond to information received in two different contexts.

Evidence requirements

2.1 Information is analysed to determine content and the message is recalled to check for accuracy and meaning.
2.2 Responses, in terms of actions, match the purpose of the interaction.

2.3 Responses are appropriate to the cultural context in terms of language and protocol.

2.4 Speaker’s emotions are responded to in a manner that fits the context and the subject matter.

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**Replacement information**

This unit standard replaced unit standard 3502.

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**Planned review date**

31 December 2017

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**Status information and last date for assessment for superseded versions**

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**Consent and Moderation Requirements (CMR) reference**

0023


**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.