

## Plan\_L3\_2 Use active communication in a construction environment

|                           |   |
|---------------------------|---|
| <b>Kaupae   Level</b>     | 3   |
| <b>Whiwhinga   Credit</b> | 2   |
| <b>Whāinga   Purpose</b>  | This skill standard recognises the skills to use active communication when working with others in a construction environment.<br>It contributes to qualification pathways across construction trades. |

### Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

| Hua o te ako   Learning outcomes  | Paearu aromatawai   Assessment criteria  |
|---|--|
| 1. Use active communication when working with others in a construction environment. | a. Communication methods used are adapted to the environment, other parties, and the message being communicated. |
|   | b. Techniques to progress solving issues within a construction programme of work are used.                       |
|   | c. Agreed channels are used for different communication requirements.  |

### Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

#### Assessment specifications:

Candidates must be capable of working with others in a construction environment for familiar or consistent construction tasks.

A construction environment may be any environment involved in the modification, construction or maintenance of buildings, structures, or infrastructure assets.

Evidence must include collaboration provided by candidates and may be in the form of a brief written statement, toolbox minutes with important points highlighted to commercial standards.

Evidence must include communication with workmates, and non-peer workmates, and may include other people on site.

#### Ngā momo whiwhinga | Grades available

Achieved.

#### Ihirangi waitohu | Indicative content

##### Responsive communication

- Adapting communication to methods in different situations.
- Cultural competence.

- Confirmation of message communicated.
- Adapting to situations.
- Visual cues and gestures.
- Responding to feedback.
- Impact of communication on wellbeing.

### Communicating with others on site

- Maintaining safety and mental wellbeing.
- Upholding culture of site.
- “Speaking up” – openness.
- Optimising workflow.
- Prevention of damage.
- Identifying solutions to problems encountered.
- Being mentored.

### Communication channels

- Text, face-to-face, written, digital.
- Main communication points during a workday on site.
- Site policies and procedures (for example, cultural context, safety requirements, reporting procedures).

### Rauemi | Resources

Refer to the Core Construction Skills Guidance document which includes resources, definitions, and other information of relevance to this standard, available from [qualifications@waihangaararau.nz](mailto:qualifications@waihangaararau.nz).

### Pārongo Whakaū Kounga | Quality assurance information

|  |  |
|--|--|
| <b>Ngā rōpū whakatau-paerewa  </b><br>Standard Setting Body                                | Waihanga Ara Rau Construction and Infrastructure Workforce Development Council |
| <b>Whakaritenga Rārangi Paetae Aromatawai  </b><br>DASS classification                     | Planning and Construction > Construction Trades > Core Construction            |
| <b>Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga  </b><br>CMR | 0048   |

| <b>Hātepe  </b> Process                 | <b>Putanga  </b> Version | <b>Rā whakaputa  </b> Review Date | <b>Rā whakamutunga mō te aromatawai  </b> Last date for assessment |
|---|--------------------------|-----------------------------------|--|
| <b>Rēhitatanga  </b> Registration       | <type here>              | [dd mm yyyy]                      | [dd mm yyyy]   |
| <b>Rā arotake  </b> Planned review date | [dd mm yyyy]             |                                   |  |

Please contact Waihanga Ara Rau Construction and Infrastructure Workforce Development Council at [qualifications@waihangaarau.nz](mailto:qualifications@waihangaarau.nz) to suggest changes to the content of this skill standard.