

REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY



Title:	Conduct workplace communication¹				
TQF Level:	2	Credits:	2	Version:	1
National standard code:	NS136-02				
Associated qualification (and code):	1. National Certificate in Bricklaying and Blocklaying Level 3 QR-03-NQ-028-01-1005-26-01 2. National Certificate in Wall and Floor Tiling Level 3 QR-03-NQ-028-03-1005-26-01				
Approval date:	10 September 2026		Review date:	10 September 2031	
Purpose:	This unit describes the skills and knowledge required to communicate effectively in a construction workplace, including gathering, conveying and receiving information using verbal, written and visual communication methods. It emphasises interpreting and delivering instructions, using appropriate questioning techniques, responding to workplace signage and OHS requirements and participating in simple meeting processes. The unit applies to workers in the construction industry who operate under supervision in a team environment, where communication is an integral component of daily work activities. This unit supports learners in developing foundational communication competence required for successful participation in construction teams. In successfully completing this unit standard, learners are able to: • Accurately gather, convey and confirm information essential for safe and efficient construction operations. • Communicate effectively face-to-face, using clear verbal and written language appropriate for workplace tasks. • Interpret and apply visual communication, including hand signals, signs and symbols used in construction settings. • Participate constructively in simple meetings, contributing ideas, seeking clarification, and recording outcomes. • Follow workplace communication procedures to reduce misunderstandings, improve teamwork, and maintain workplace safety.				

¹ Due to safety issues inherent in working with electricity and combustible substances, all training and assessment activities must be in accordance with Tonga National Building Code.

Learning Outcome 1 (LO1)	Gather, convey and receive information
Performance standards	1.1 Gather, receive and respond to verbal and written instructions with appropriate actions; 1.2 Receive, interpret and confirm conveyed information; 1.3 Use questions to gain additional information and to clarify understanding, using appropriate communication techniques; 1.4 Respond to work signage and other occupational health and safety (OHS) requirements with appropriate actions.
Learning Outcome 2 (LO2)	Use routine face-to-face communication
Performance Standards	2.1 Receive and respond to routine instructions and messages; 2.2 Follow workplace procedures for workplace requirements to communicate with others; 2.3 Access and interpret information from a range of sources; 2.4 Select and sequence information appropriately; 2.5 Brief using verbal and written reporting.
Learning Outcome 3 (LO3)	Use visual communication
Performance standards	3.1 Use visual communication to accept industry practice; 3.2 Obtain, confirm and acknowledge attention of communicating parties; 3.3 Clarify and confirm the intention of the visual communication at each step; 3.4 Follow up instances of unclear visual communication to avoid repeated problems.
Learning Outcome 4 (LO4)	Participate in simple meeting processes
Performance standards	4.1 Follow meeting processes; 4.2 Seek responses and provide them to others in the meeting group; 4.3 Provide constructive contributions; 4.4 Identify and record meeting goals and outcomes; 4.5 Follow up on agreed action items.
Pre-requisites	N/A
Co-requisites	N/A

Underpinning skill and knowledge

The following skills and knowledge underpin this unit standard:

Skills:

Information Handling

- Gather, receive and respond to verbal and written instructions appropriately.
- Convey instructions accurately and confirm understanding.
- Use questioning techniques to clarify information using correct communication transfer practices.
- Respond appropriately to workplace signage and OHS communication requirements.

Routine Workplace Communication

- Receive, interpret and respond to routine workplace messages.
- Access, interpret and sequence information from multiple communication modes.
- Complete verbal and written reporting tasks as required by workplace procedures.

Visual Communication

- Use visual communication signals (e.g., hand signals, signs) consistent with industry practice.
- Clarify ambiguous visual signals and follow up to avoid repeated communication issues.
- Confirm intention and understanding during visual communication exchanges.

Meeting Participation

- Follow meeting processes, contribute constructively, ask and respond to questions.
- Record meeting goals and outcomes accurately.

Knowledge:

Construction Industry Communication Requirements

- Industry expectations and workplace procedures for communication, including interpreting work orders and reporting problems.

Workplace Processes for Communication

- Processes used within the construction industry to:

	• gather, convey and receive workplace information • carry out routine face-to-face communication • apply visual communication methods • participate in simple meetings Communication Protocols and Conventions • Use of appropriate communication transfer techniques (e.g., questioning, clarifying, confirming). • Use of industry-recognised visual signals. • Workplace documentation and reporting requirements for communication outcomes.
Assessment requirements	<u>Assessment methods</u> may include more than one of the following: Direct Observation Assessment of learners while they are performing tasks in real time in a real simulated environment. • The learner performs practical tasks. • The assessor watches the learner complete these tasks against a checklist or performance standards. Assessor Requirements • Use a structured observation checklist aligned to performance standards • Observe multiple occasions to ensure consistency of competence. • Record evidence of safe work practices, correct use of equipment, etc. • Provide immediate feedback where appropriate. • Ensure conditions reflect real workplace standards. Oral Questioning Verbal questions asked to assess the learner's understanding of knowledge and reasoning. • Conducted during or after practical tasks. • Can be structured (planned questions) or informal (follow-up probing). Assessor Requirements • Ask questions that test underpinning knowledge • Use open-ended questions • Confirm learner understanding where practical performance is not enough. • Record responses clearly (notes or checklist). • Adjust language to suit learner literacy levels.

Written Test

A structured assessment requiring learners to provide written responses.

- Short-answer questions, multiple choice, or case scenarios.
- Typically conducted off-site or in a classroom environment.

Assessor Requirements

- Design questions that assess knowledge.
- Ensure the test is clear, aligned to unit requirements and appropriate for language, literacy, numeracy levels
- Mark responses using a marking guide or model answers.
- Provide feedback and identify gaps in knowledge.
- Ensure results reflect the learner's independent performance.

Work-Based Activity

Assessment conducted in a real workplace while the learner performs actual job tasks.

- Learners complete normal workplace duties.
- Evidence is collected over time.

Assessor Requirements

- Coordinate with workplace supervisors.
- Gather evidence such as - Observation reports, Supervisor feedback, etc.
- Verify that tasks meet unit performance standards.
- Ensure authenticity (learner's own work).
- Confirm competence across different situations and timeframes.

Assessment should use a combination of the above methods to ensure sufficient, valid, authentic, and current evidence of competence in both skills and knowledge, in line with unit requirements.

Context of Assessment:

Competency is to be assessed in the workplace or a simulated workplace environment that accurately reflects a real workplace setting.

Assessment is to comply with relevant regulatory or relevant standards' requirements. Assessment of essential knowledge will usually be conducted in an off-site situation.

Moderation arrangements	1. Training providers must have their own moderation system approved by TNQAB before accreditation is granted: a) Relevant internal moderation processes are documented; b) Assessment is planned for each unit, and moderation processes are integrated into such plan. 2. Unless specified elsewhere, external moderation is conducted by the National Qualifications unit of TNQAB for all unit components of a national qualification: a) Samples of assessed activities are submitted for moderation; b) Moderation (external) forms are available on request.
Resource requirements	1. Power point presentations. 2. Trainer's Guide 3. Learner's Guide 4. Workplace signage and tags 5. Safe Operation Procedures (SOPs) 6. Job safety Analysis (JSA) 7. Material safety Data Sheets (MSDS) 8. Meeting agenda 9. Facsimile/printer machines 10. Information technology components including hardware, software and communication packages 11. Keyboard equipment including mouse, touchpad, keyboard 12. Network systems 13. Pens, pencils, note pads 14. Telephones 15. Two-way radios 16. Structured assessment and evidence-collection tools 17. Drone
Requirements to complete this unit	There are four (4) Learning outcomes and eighteen (18) Performance Standards to measure competence. To demonstrate competence, the person studying this unit is: a. Required to demonstrate all LOs to the expected standards;

	b. Required to attain an Achieved Grade (Competent) to fulfil the requirements of the Unit Standard; c. Eligible to three (3) attempts to achieve the required competency within 14 days of the first attempt. Failure to achieve the required competency after three (3) attempts on the specific part of the assessment will require the person studying this Unit to re-enrol for the same Unit.
Important notes and definitions	<u>Notes:</u> 1. All training and assessment activities must be in accordance with Tonga National Building Code. 2. Assessors must comply with the Tonga national assessment and moderation requirements. <u>Definitions:</u> 1. <i>Accurate Conveyance</i> refers to passing on information clearly and correctly without changing its meaning. 2. <i>Ambiguous Communication</i> refers to information that is unclear or can be interpreted in more than one way. 3. <i>Communication Modes</i> refers to different ways information is shared, such as spoken, written or visual. 4. <i>Communication Protocols</i> refer to workplace rules and agreed methods for how information is shared on site. 5. <i>Confirmation of Information</i> refers to checking understanding by restating or acknowledging instructions received. 6. <i>Confirmation of Visual Communication</i> refers to ensuring all parties understand the meaning of visual instructions at each step. 7. <i>Construction Workplace</i> is a building or construction site where work is carried out under supervision as part of a team. 8. <i>Constructive Contribution</i> refers to providing useful and appropriate input that supports team goals. 9. <i>Face-to-Face Communication</i> is a direct communication between workers conducted in person on a work site.

10. *Industry-Accepted Visual Signals* refer to standard hand signals or symbols commonly used in construction to communicate safely.
11. *Information Sequencing* refers to presenting information in a logical and clear order.
12. *Instructions* refer to directions given by supervisors or team members about how work is to be done.
13. *Meeting Goals* refer to the purpose or objectives to be achieved during a meeting.
14. *Meeting Outcomes* refer to decisions or actions agreed upon during a meeting.
15. *Meeting Processes* refer to agreed steps followed during a meeting, such as setting goals and sharing updates.
16. *Occupational Health and Safety (OHS) Requirements* refer to safety rules and instructions that must be followed during workplace communication.
17. *Questioning Techniques* refer to using appropriate questions to clarify instructions and gain additional information.
18. *Reporting* refers to providing verbal or written information about work progress, issues or outcomes.
19. *Reporting Problems* refer to informing appropriate personnel about issues, risks or misunderstandings.
20. *Response to OHS Signage* refers to taking correct action when safety signs or warnings are displayed.
21. *Routine Communication* refers to everyday work-related communication such as task updates, instructions or messages.
22. *Simple Meeting* is a basic workplace meeting used to share information, instructions or updates.
23. *Verbal Communication* refers to information shared by speaking, such as instructions, discussions and meetings.
24. *Visual Communication* refers to information shared using signs, symbols, signals, drawings or hand gestures.
25. *Workplace Communication* refers to the exchange of information between workers using verbal, written and visual methods to complete work safely and correctly.

	26. <i>Workplace Signage</i> refers to signs that provide safety warnings, instructions or directions on a construction site. 27. <i>Written Communication</i> refers to information provided in written form, such as work orders, reports or messages.
Public comments on unit	Please contact TNQAB National Qualifications Unit (email EnquireNQ@tnqab.to or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.