**NZQA**

**Approved**

Achievement standard: 90857 Version 2

Standard title: Construct and deliver an oral text

Level: 1

Credits: 3

Resource title: Let’s hear about hair

Resource reference: English 1.6 v2

Vocational pathway: Services Industries

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| Quality assurance status | These materials have been quality assured by NZQA. NZQA Approved number A-A-02-2015-90857-02-7242 |
| Authenticity of evidence | Assessors/educators must manage authenticity for any assessment from a public source, because learners may have access to the assessment schedule or exemplar material.Using this assessment resource without modification may mean that learners’ work is not authentic. Assessors/ educators may need to change figures, measurements or data sources or set a different context or topic to be investigated or a different text to read or perform. |

Vocational Pathway Assessment Resource

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Learner instructions

# Introduction

This assessment activity requires you to construct and deliver an oral text that focuses on meeting the needs of clients in a hair salon.

You are going to be assessed on how effectively you develop and structure your ideas on meeting the needs of clients in a hair salon, and how you use oral language features which are appropriate to audience and purpose with control to command attention.

The following instructions provide you with a way to structure your work to demonstrate what you have learnt to allow you to achieve success in this standard.

Assessor/educator note: It is expected that the assessor/educator will read the learner instructions and modify them if necessary to suit their learners.

# Task

Prepare a talk for an audience of young people who want to work in the hairstyling industry. Use the theme ‘meeting the needs of clients in a hair salon so they have a positive experience’.

## Part 1: Preparing your ideas

Prepare ideas for your talk. These could include:

* identifying why it is important to meet the needs of salon clients so they have a positive experience
* describing how you and/or your staff will meet the needs of a client so that they have a positive experience at important stages of their appointment, for example the welcome, the consultation
* ensuring that your ideas are supported with details, examples and explanations
* thinking about visual materials, equipment, or a demonstration that could clarify ideas for your audience, for example YouTube clip, PowerPoint presentation, role play.

## Part 2: Organising your ideas

The purpose of you talk is to teach hairstyling trainees customer service techniques. This means that your ideas need to be well-organised to be effective. You could consider:

* mind mapping your main ideas and details
* thinking about what needs to be in your introduction/main part of the talk/conclusion
* thinking about the order in which information is presented at each stage
* working out a ‘hook’ to open your talk and a memorable way to finish it
* using link words to connect ideas in the main part of your talk so your audience doesn’t get lost, for example:
	+ ‘firstly…’
	+ ‘once you have done this, then you should…’
	+ ‘finally…’
* planning where you will use visual material in your talk
* ensuring that all your ideas used in the presentation work towards the main theme of your talk.

## Part 3: Making language choices

Select oral language features (verbal language, and voice and body language techniques) that will make your talk interesting for young people who want to work in the hairstyling industry. Consider the following:

* Verbal language, for example the use of personal pronouns, rhetorical questions, imperatives, humour, colloquialism, emotive language.
* Variation of voice, for example pitch, pace, pause, tone, volume.
* Body language, for example gesture, movement, facial expression, eye contact.

## Part 4: Producing, practising and polishing

Produce a draft so you can practise and polish your talk, for example presenting it in front of a mirror/friends/family or recording yourself. Evaluate yourself or use the feedback from others to decide on improvements, for example:

* What aspects work well?
* What aspects do you need to improve?
* Is your talk sufficiently researched or do you need to make more use of your research?
* Have you presented your ideas clearly, building on each point by adding details or examples and working everything towards the theme?
* Are your ideas well-organised and the points you make compelling?
* Have you used oral language features to command the attention of your audience?

## Part 5: Delivering your talk

Present your ideas orally to your audience. You will be assessed on what you say and how you say it. Your talk should take 3 – 5 minutes.

# Resources

## Mind mapping

[www.mindmapping.com/](http://www.mindmapping.com/)

[www.mindmeister.com/](http://www.mindmeister.com/) Free application on iPhone

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Assessor/Educator guidelines

# Introduction

The following guidelines are supplied to enable assessors/educators to carry out valid and consistent assessment using this internal assessment resource.

As with all assessment resources, education providers will need to follow their own quality control processes. Assessors/educators must manage authenticity for any assessment from a public source, because learners may have access to the assessment schedule or exemplar material. Using this assessment resource without modification may mean that learners' work is not authentic. The assessor/educator may need to change figures, measurements or data sources or set a different context or topic. Assessors/educators need to consider the local context in which learning is taking place and its relevance for learners.

Assessors/educators need to be very familiar with the outcome being assessed by the achievement standard. The achievement criteria and the explanatory notes contain information, definitions, and requirements that are crucial when interpreting the standard and assessing learners against it.

# Context/setting

This activity requires learners to construct and deliver an oral presentation about meeting the needs of clients in a hair salon. Learners’ ideas will be developed and structured effectively, and their use of language will command attention

# Conditions

Learners are required to construct their own talk, which means that they must develop their own content.

Learners may require time to have their talks peer critiqued and to follow up on any suggestions.

The talk could be live or recorded.

# Resource requirements

Video camera (to record learner talks for archive purposes)

Access to course materials, internet, appropriate books and magazines.

# Additional information

None.

## Other possible contexts for this vocational pathway

Construct and deliver an oral text using oral language features appropriate for the audience and the purpose of the talk, for example:

* a City Council official presents a talk about the importance of health and safety issues in the recycling industry to rubbish collectors
* a City Council official presents a talk about the need for/importance of food and beverage regulations to hospitality workers.

# Assessment schedule: English 90857 – Let’s hear about hair

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| --- | --- | --- |
| Evidence/Judgements for Achievement | Evidence/Judgements for Achievement with Merit | Evidence/Judgements for Achievement with Excellence |
| The learner develops and structures ideas in an oral text about meeting the needs of clients in a hair salon, using language features appropriate to audience and purpose by:* arranging, linking and building on ideas by adding details or examples, and working towards a planned whole appropriate to audience and purpose

For example: * explaining
* demonstrating
* providing information and reasons
* introducing and sequencing the material
* concluding appropriately.
* developing and structuring ideas which could be about the hairstyling consultation process. Specific ideas that could be developed include:
* where to position yourself during a consultation with a client
* listening carefully.
* selecting and using oral language features that are appropriate to the purpose and audience

For example: This may include the use of:* verbal language techniques (e.g. rhetorical questions)
* body language (e.g. eye contact, facial expression)
* voice (e.g. appropriate, clear tone, volume, pace, stress)
* presentation features (e.g. appropriate and relevant demonstration materials or items)
* using cue cards or notes appropriately.

The above expected learner responses are indicative only and relate to just part of what is required. | The learner develops and structures ideas convincingly in an oral text about meeting the needs of clients in a hair salon, using language features appropriate to audience and purpose with control by:* arranging, linking and building on ideas by adding details or examples, so that the work is generally credible, connected and appropriate to audience and purpose

For example: * listing
* providing appropriate and relevant details and examples
* including references
* providing historical facts and practical information
* organising the demonstration/process/ content clearly and methodically.
* developing and structuring ideas which could be about the hairstyling consultation process. Specific ideas that could be developed include:
* where to position yourself during a consultation with a client
* the importance of active listening and what it involves
* confirming the client’s specific requirements.
* selecting, using and linking oral language features and presentation techniques that are appropriate to the purpose and audience, with control

For example:* having an appropriate, assured manner and delivery style
* using props/data shows/whiteboard
* appropriately addressing and engaging the audience
* variation in the use of eye contact
* appropriate gestures and facial expressions.

The above expected learner responses are indicative only and relate to just part of what is required. | The learner develops and structures ideas effectively in an oral text about meeting the needs of clients in a hair salon, using language features appropriate to audience and purpose to command attention by:* arranging, linking and building on ideas by adding details or examples, so that the development of the ideas and structure is compelling, well organised, credible, connected and appropriate to audience and purpose

For example: * taking the audience chronologically through the events being discussed
* developing the material so the argument is believable
* connecting present, local examples with the past, global issues/events by adding details or examples, so that the work is compelling and well-organised as appropriate to audience and purpose
* including a good balance of comments, details, information, opinion and reflection.
* developing and structuring ideas which could be about the hairstyling consultation process. Specific ideas that could be developed include:
* where to position yourself during a consultation with a client
* the importance of active listening and what it involves
* confirming the client’s specific requirements
* comparing different types of cut/style for cost and maintenance
* providing advice and recommendations based on the client’s stated needs.
* selecting, using and linking oral language features and presentation techniques that are appropriate to the purpose and audience in the delivery of a confident and sustained presentation, with control to command attention

For example:* varying the tone, as appropriate for the content; humorous, serious etc.
* using pauses, hesitations, silences effectively
* using natural, appropriate body language and facial expressions and gestures that emphasise the points being made
* making appropriate reference to notes
* demonstrating familiarity rather than 'over learned' content
* using personal pronouns appropriately (‘Now I’m thinking that you are thinking…’) which keep the audience focussed on the speaker and their personal interest and 'expertise' on the subject.

The above expected learner responses are indicative only and relate to just part of what is required. |

Final grades will be decided using professional judgement based on an examination of the evidence provided against the criteria in the Achievement Standard. Judgements should be holistic, rather than based on a checklist approach.