

NZSL Course Outline

New Zealand Sign Language - MySign NZSL for Customer Services



Aims of the course:

Introductory customer service-related vocabulary and phrases to help frontline staff communicate more effectively with Deaf and hard of hearing customers. This NZSL course runs over three weeks (1 hour per week) and is designed for those with no prior experience in NZSL, aiming to make customer interactions more inclusive and accessible.

Learning outcomes:

By the end of this NZSL for Customer Services, learners will:

Class One Welcome & Foundations of NZSL Communication	<ul style="list-style-type: none">• Sign common greetings and polite customer service phrases.• Learn appropriate ways to gain Deaf person's attention (e.g., waving, gentle tapping, eye contact).• Practice basic NZSL sentence structures for simple service interactions.• Develop strategies to ask for repetition and clarifying using visual cues.• Understand the basic communication needs of Deaf and hard of hearing customers (e.g., writing, texting, interpreters).
Class Two Needs & Wants and Everyday Interactions	<ul style="list-style-type: none">• Sign helpful customer service phrases such as "How can I help you?"• Use NZSL vocabulary related to products, payments, directions, and services.• Learn plain numbers, time, and money signs 1 - 10 in NZSL.• Participate in role-play activities for common customer service situations.• Apply respectful communication behaviours, including turn-taking, confirming understanding.
Class Three Problem Solving & Deaf Awareness in Practice	<ul style="list-style-type: none">• Respond to complaints and refer customers appropriately using NZSL.• Sign vocabulary related to accessibility and inclusive services.• Demonstrate Deaf cultural awareness in customer service environments.• Role-play real-life problem-solving scenarios with Deaf customers.• Reflect on NZSL interactions and identify ways to improve communication effectiveness.

Other information:

Communication during the online sessions will be in NZSL only - please leave your voice behind and keep your microphone muted. This helps everyone focus on the visual nature of NZSL, supports faster learning, and creates an immersive signing environment for all participants.

This 3-week introductory course (3 hours in total) builds foundational NZSL skills for customer service. However, it does not replace the right of Deaf people to access a qualified NZSL–English interpreter when needed.

We hope you enjoy learning and developing your NZSL skills with us.

Merge NZ team

