National Certificate in Public Sector Services (Client/Customer Service) (Level 4)

Level **4**

Credits **80**

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2020.

Transition Arrangements

This qualification was reviewed and, along with the National Certificate in Compliance and Regulatory Control (Local Government Committee Management) (Level 4) [Ref: 0959], was replaced by the New Zealand Certificate in Public Sector Service Delivery (Level 4) [Ref: 3636].

The last date for entry into programmes leading to this qualification is 31 December 2018. The last date for assessments to take place against this qualification is 31 December 2020.

People currently working towards this qualification may either complete the requirements by 31 December 2020 or transfer their results to the replacement qualification.

Please note that the Business Administration Elective of this qualification contains expired and expiring standards. People wishing to complete the requirements for this qualification and wishing to use standards 2781 and 6743, must gain credit for these standards before they expire at the end of 2019.

It is anticipated that no existing candidates will be disadvantaged by these transition arrangements. However, anyone who feels that they have been disadvantaged may appeal to The Skills Organisation at the address below.

For detailed information see Review Summaries on the NZQA website.

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	September 1999	December 2005
Review	2	September 2003	December 2020
Revision	3	February 2006	December 2020
Revision	4	August 2008	December 2020
Review	5	June 2017	December 2020

Reviewed

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Standard Setting Body

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National Certificate in Public Sector Services (Client/Customer Services) (Level 4)

Level **4**

Credits **80**

Purpose

Customer service is a key to successful business and a successful economy. It requires a blend of knowledge and skills drawn from a number of disciplines, and relevant across industries, particularly those providing front line service to customers. While many of the skills leading to successful customer service are generic across industries, each can be applied to the context specific requirements of a specific sector. The National Certificate in Public Sector Services (Client/Customer Services) (Level 4) recognises the generic skills required for successful customer service and the essential knowledge and skills required for the public sector context. It is designed to reflect the skills and competencies required of a person employed in the public sector in a role where they work with external clients/customers in a variety of contexts such as face to face, on the telephone, and in writing. This qualification is also designed to recognise the skills of customer support staff in supervisory roles.

The public sector is unique in its position of providing customer service to people who cannot choose to take their custom elsewhere. This places the customer services front line staff in a high trust position, and requires special skills and competencies of them. An appreciation of their role, of the role of their employing organisation, and of the needs of their clients/customers is paramount if quality customer service is to ensue.

The importance of the ethical base on which public sector service delivery is based is reflected in the Public Sector Elective requirements of this qualification, as is an understanding of the Treaty of Waitangi; knowledge of the structure of public sector, and knowledge of legislation and/or the use of information in the public sector. Candidates can select from public sector core skills standards at levels 3-5, allowing the individual to select the level they need.

The elective sections provide recognition for core skills in communications, service delivery, quality management, business administration, and computing. Information technology skills may also be recognised by a new elective standard, 19907, that covers government portal, agency website and intranet use. The Communication Skills and Quality Management Electives offer standards at level 4 for customer support staff in supervisory roles, where a higher degree of interpersonal skills and responsibility for performance quality is required.

This qualification shares core credit requirements with, and may lead on from, the National Certificate in Public Sector Services (Client/Customer Services) (Level 3) (Ref: 0659]. This qualification also shares standards with national certificates in business administration, computing and call centre operations.

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Credit Range

	Public Sector Elective	Communication Skills Elective	Customer Service Elective
Level 3 credits	4-15	0-7	0-10
Level 4 and above credits	4-18	15-22	0-4
Minimum totals	16-20	22	10

	Quality Management Elective	Business Administration Elective	Balance
Level 1 credits	-	0-3	0-8
Level 2 credits	-	13-20	0-8
Level 3 credits	0-4	0-4	0-8
Level 4 and above credits	0-4	-	0-8
Minimum totals	4	20	4-8

Requirements for Award of Qualification

Award of NZQF National Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided on the New Zealand Qualifications Authority (NZQA) website: http://www.nzqa.govt.nz/qualifications-standards/standards/standards-exclusion-list/.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- A minimum of 80 credits
  - of which a minimum of 40 credits at Level 4 or above
- Public Sector Elective – A minimum of 1 standard as specified
- Communication Skills Elective – A minimum of 15 credits as specified
- Customer Service Elective – A minimum of 10 credits as specified
- Quality Management Elective – A minimum of 4 credits as specified
- Business Administration Elective – A minimum of 20 credits as specified
- Balance – Balance if required

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Detailed Requirements

Public Sector Elective
A minimum of 1 standard at Level 5
- Of which a minimum of 4 standards

From the following sets
- Set 1
- Set 2
- Set 3
- Set 4

Set 1
A minimum of 1 standard

Business > Public Sector Services > Public Sector Core Skills

ID	Title	Level	Credit
14945	Demonstrate knowledge and understanding of ethics in the New Zealand public sector	5	4
17213	Demonstrate knowledge of the New Zealand State Services Code of Conduct	3	5

Set 2
A minimum of 1 standard

Business > Public Sector Services > Public Sector Māori

ID	Title	Level	Credit
14943	Demonstrate knowledge of Te Tiriti o Waitangi/Treaty of Waitangi in respect to the State sector	5	5
14950	Describe Te Tiriti o Waitangi/Treaty of Waitangi and its application in the State sector	3	6

Set 3
A minimum of 1 standard

Business > Public Sector Services > Public Sector Core Skills

ID	Title	Level	Credit
14942	Demonstrate knowledge and understanding of the nature and use of information in the State sector	5	4
19906	Describe information and privacy legislation in relation to the State sector	3	4

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Set 4
A minimum of 1 standard

Business > Public Sector Services > Public Sector Core Skills

ID	Title	Level	Credit
19895	Demonstrate knowledge of the structure and role of the State sector, Parliament and Government	4	5
19899	Describe the roles of central agencies and legislation that impact on the State sector	4	3

Communication Skills Elective 0660
A minimum of 15 credits at Level 4 or above
- Of which a minimum of 22 credits

From the following sets
- Set A
- Set B

Set A
A minimum of 20 credits

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1296	Interview in an informal one-to-one situation	3	3
1297	Interview in a formal situation	4	5
1307	Speak to a specified audience in a predictable situation	3	3
1311	Present and defend an argument orally	4	4
1312	Give oral instructions in the workplace	3	3
9679	Participate in a formal meeting	4	4
9681	Contribute within a group/team which has an objective(s)	3	3
9694	Demonstrate and apply knowledge of communication process theory	3	5
9695	Examine a problem-solving model and associated techniques	4	3
9696	Apply problem-solving techniques	4	4
9704	Manage interpersonal conflict	4	6
9705	Give and respond to feedback on performance	3	3
11097	Listen to gain information in an interactive situation	3	3
11099	Develop strategies for communicating in a culturally diverse workplace	4	4
11101	Collaborate within a group/team which has an objective(s)	4	4

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Set B
A minimum of 2 credits

Humanities > Communication Skills > Writing

ID	Title	Level	Credit
1279	Write in plain English	3	3
3491	Write a report	3	4
3494	Write a record of a formal meeting	3	3
9701	Write proposals	4	3
11095	Write business correspondence to convey complex ideas and information	3	3
12336	Write a manual or technical text	4	4

Customer Service Elective
A minimum of 10 credits

Service Sector > Retail, Distribution, and Sales > Sales Transactions

ID	Title	Level	Credit
11817	Serve customers face to face in a wide range of contexts	3	4

Service Sector > Service Sector Skills > Service Sector - Core Skills

ID	Title	Level	Credit
376	Employ customer service techniques for differing customer behaviours in a given situation	3	2
378	Provide customer service for international visitors	3	3
11815	Answer customer enquiries on the telephone in a wide range of contexts	3	4
11816	Answer customer enquiries by mail, facsimile, and/or e-mail in a wide range of contexts	3	4
11818	Enhance work practices by the application of product and/or service knowledge	3	4
11826	Develop and use customer satisfaction measurement tools	4	4
11827	Participate in organisational change	3	2

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Quality Management Elective
A minimum of 4 credits

Business > Business Operations and Development > Quality Management

ID	Title	Level	Credit
8073	Establish, develop, and improve quality-focused aspects of supplier relationships	4	8
8074	Establish, develop, and improve quality-focused aspects of customer relationships	4	8
8077	Participate in a team to achieve specified quality improvement objectives	3	4
8082	Analyse data and communicate information for a specified purpose	4	8
8089	Use statistical process control tools for the control and improvement of processes	4	6

Business Administration Elective
A minimum of 20 credits

Business > Business Administration > Business Information Processing

ID	Title	Level	Credit
101	Develop and use keyboarding skills to enter text	1	3
111	Use a word processor to produce documents	2	5

Business > Public Sector Services > Public Sector Core Skills

ID	Title	Level	Credit
19907	Demonstrate knowledge of and use the government portal, agency website and intranet	3	4

Computing and Information Technology > Computing > Generic Computing

ID	Title	Level	Credit
2780	Demonstrate and apply knowledge of a personal computer system	2	9
2781	Manage and protect data in a personal computer system	2	3
2798	Demonstrate knowledge of the application and impact of computer technology in an organisation	2	2
5941	Exchange messages using electronic mail	2	2
6743	Demonstrate an understanding of ergonomic principles for computer workstations	2	2

Core Generic > Core Generic > Work and Study Skills

ID	Title	Level	Credit
7121	Demonstrate information search, access, and selection skills	2	2

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Balance
The balance of credits, if required, to achieve
A minimum of 80 credits
- Of which a minimum of 40 credits at Level 4 or above

May come from anywhere on the DAS

Previous versions of the qualification

Version 4 of this qualification was revised to take account of *Public Sector Core Skills*, *Public Sector Māori*, *Interpersonal Communications* and *Writing* standard reviews. Changes to structure and content included: titles of *Public Sector Core Skills* standards 14945, 17213, 19895, 19899, and 19906 updated; the level of standard 19895 increased from 3 to 4; and the credit of standard 17213 increased from 2 to 5; titles of *Public Sector Māori* standards 14943 and 14950 updated; and the credit of 14950 increased from 3 to 6; titles of *Interpersonal Communications* standards 1296, 1297, 1307, 9679, 9681, 9684, 9695, 9696, 9705, and 11101 updated; the level of standard 1296 decreased from 4 to 3; the credit of standard 1297 increased from 4 to 5; the credit of standard 9679 increased from 3 to 4; the credit of standard 9694 increased from 4 to 5; and the credit of standard 11101 increased from 3 to 4; *Interpersonal Communications* standard 9706 has expired and was removed from Set A of the Communication Skills elective. It has not been replaced; the credit of *Writing* standard 1279 increased from 2 to 3; and the level of *Writing* standard 11095 decreased from 4 to 3; credit range table amended.

This qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	**Exempt from**
14941	19899
14947	19895

Version 3 was issued following a revision to take account of the *Quality Management* unit standard review.

Version 2 was issued following review. *Public Sector Core Skills* unit standards were updated; relevant unit standards were added; and the scope of elective choice was increased to allow credits to be drawn from anywhere on the National Qualifications Framework. The title of the qualification was changed – previously the National Certificate in Customer Service (Public Sector) (Level 4).

Other standard setting bodies whose standards are included in the qualification

NZQA
ServiceIQ

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Certification

This certificate will display the logo of the NZQA, The Skills Organisation Limited and the organisation that has been granted consent to assess against standards that meet the requirements of the qualification (accredited).

Classification

Classification This qualification is classified according to the classification system listed on the Directory of Assessment Standards (DAS) and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

DAS Classification		**NZSCED**	
Code	**Description**	**Code**	**Description**
334	Business > Public Sector Services	080313	Management and Commerce > Business and Management > Public and Health Care Administration

Quality Management Systems
Providers and Industry Training Organisations must be granted consent to assess by a recognised Quality Assurance Body before they can register credits from assessment against standards. Organisation with consent to assess and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Consent to assess requirements and the moderation system are outlined in the associated Consent and Moderation Requirements (CMR) for each standard.

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