

National Certificate in Public Sector Services

Level 4

Credits 77

This qualification is **expiring**. The last date to meet the requirements is 31 March 2010.

Purpose

This qualification is for people seeking a career or employed in the Public Service. The qualification will also be relevant in the wider public sector, particularly in those agencies and organisations who are providing services to the public on behalf of the Crown.

The qualification recognises the generic skills, knowledge, understandings, attitudes and values expected of a competent role holder in a wide range of contexts in the Public Service and the wider public sector. This qualification may be complemented by competencies related to the specific role (for example Business Administration) and/or competencies relevant to the specific organisation (for example Inland Revenue).

As well as recognising competencies in relation to the public sector context, this qualification also identifies information technology, communications, writing, and service delivery competencies.

This qualification leads on from the National Certificate in Public Sector Services (Introduction) [Ref: 0713]. First line staff employed in service delivery should consider the National Certificates in Customer Service (Public Sector) levels 3 and 4 [Ref: 0659 and 0660] as an alternative pathway. This qualification shares some unit standards with the National Certificates in Customer Service (Public Sector) levels 3 and 4.

Credit Range

	Compulsory	Elective
Level 3 credits	9	2-12
Level 4 credits	23	0-13
Level 5 credits	30	0-3
Minimum totals	62	15

Requirements for Award of Qualification

Award of NQF 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 in section 7 of the New Zealand Qualifications Authority (NZQA) *Rules and Procedures* publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

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

- Compulsory standards
- Elective – as specified

Detailed Requirements

Compulsory

The following standards are required

Business > Public Sector Services > Public Sector Core Skills

ID	Title	Level	Credit
14938	Demonstrate understanding of the constitutional and legal framework as it relates to the NZPS	5	4
14939	Demonstrate knowledge and understanding of the relationship between the State sector and government	5	4
14940	Demonstrate knowledge and understanding of the relationship between the State sector and Parliament	5	4
14941	Demonstrate knowledge and understanding of key legislation which impacts on the State sector	5	3
14942	Demonstrate knowledge and understanding of the nature and use of information in the State sector	5	4
14943	Demonstrate knowledge and understanding of Te Tiriti O Waitangi in respect to the public sector	5	3
14944	Demonstrate knowledge and understanding of the public sector's relationship with the general public	5	2
14945	Demonstrate knowledge and understanding of ethics in the New Zealand public sector	5	4
14946	Demonstrate knowledge and understanding of the nature of employment in the New Zealand public sector	5	2
17214	Operate a records management system in a public sector organisation	3	3

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1311	Present and defend an argument orally	4	4
9679	Participate in formal meetings	4	3
9696	Apply problem solving strategies	4	4
9704	Manage interpersonal conflict	4	6
11101	Participate in groups and/or teams to recommend solutions to problems	4	3

Humanities > Communication Skills > Writing

ID	Title	Level	Credit
11095	Write business correspondence to convey complex ideas and information	4	3

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

ID	Title	Level	Credit
11818	Enhance work practices by the application of product and/or service knowledge	3	4
11827	Participate in organisational change	3	2

Elective

Meet the requirements of all of the following sets

- List A
- List B
- List C

List A

A minimum of 2 credits

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 e-mail in a wide range of contexts	3	4

List B

A minimum of 3 credits

Humanities > Communication Skills > Writing

ID	Title	Level	Credit
9685	Write a short analytical report	5	4
9686	Customise an existing user-guide and/or procedures manual	5	3
9697	Write organisational publications	5	4
9700	Write briefing notes	5	3
9701	Write proposals	4	3
9703	Write job procedures	5	3
12336	Write a manual or technical text	4	4

List C

A minimum of 10 credits

Business > Business Administration > Business Information Processing

ID	Title	Level	Credit
108	Produce text processed business documents	3	5
112	Produce information using word processing functions	3	5
113	Produce information using advanced word processing functions	4	10

Computing and Information Technology > Computing > Generic Computing

ID	Title	Level	Credit
2785	Produce and use computer spreadsheets for business use	3	5
2787	Create and use a computer flatfile database for business use	3	5
2789	Plan and design desktop published documents for business use	3	5
5940	Produce a presentation using a desktop presentation computer application	3	5
5947	Use computer technology to solve a specified problem	3	3
5953	Demonstrate an understanding of project management using a computer application	3	3
5965	Work cooperatively using workgroup computer software	3	3

Transition Arrangements

Version 2

Version 2 was issued to indicate that this qualification is expiring.

Anyone who believes they have been disadvantaged by this review should contact:

Learning State (trading name of the Public Sector Training Organisation)
PO Box 10243
The Terrace
Wellington 6143

For detailed information see [Review Summaries](#) on the NZQA website.

NQF Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	January 2000	March 2010
Review	2	February 2010	March 2010

Standard Setting Body

Learning State (trading name of the Public Sector Training Organisation)
PO Box 10243
The Terrace
Wellington 6143

Telephone 04 495 1410
Email qualifications@learningstate.govt.nz

Other standard setting bodies whose standards are included in the qualification

NZQA

Certification

This certificate will display the logo of the NZQA, Learning State (trading name of the Public Sector Training Organisation) and the accredited organisation.

Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

NQF 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 accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.