

FIELD HUMANITIES

Review of *Interpersonal Communications* unit standards 9674-9676

Subfield	Domain	Id
Communication Skills	Interpersonal Communications	9674-9676

The National Qualifications Services (NQS) of NZQA has completed the review of the unit standards listed above.

Date new versions published December 2006

Planned review date December 2011

Summary of review and consultation process

The review of these unit standards was conducted as part of the wider Communication Skills review, which was announced widely to all stakeholder organisations, and included an invitation to take part in the review:

- a representative review advisory group was established to oversee the review
- panels were convened to conduct the review of specific unit standards
- extensive consultation was undertaken with all stakeholders at several stages of the review, including to validate the changes suggested by the panels
- ITOs whose qualifications are impacted by these changes were specifically consulted
- the results of the review are supported by consultation feedback and were endorsed by the review advisory group.

The review of these unit standards was separated from the rest of the wider review to take account of the review of First Line Management unit standards 17497 and 17498.

Main changes resulting from the review

The following major changes were made:

- the focus of the unit standards has been broadened from facilitation to leadership, including a requirement that the group/team objective(s) actually be achieved
- instead of three unit standards focusing on different group/team tasks, there are now two unit standards focusing explicitly on two levels of group/team leadership
- special notes and ranges have been amended as appropriate to clarify contexts and conditions for assessment, and to clarify specific terms and concepts
- titles, level, elements, performance criteria, and ranges have been amended to more accurately and clearly reflect intended content
- credits have been adjusted to reflect more accurately the time requirements in light of actual experience and/or to reflect amendments made in this review
- unit standards 9674-9676 have been replaced by unit standards 21335 and 21336.

Please note: unit standards 21335 and 21336 are also replacements for First Line Management unit standards 17497 and 17498. See the First Line Management [Review Report](#) for December 2006.

Unit standards categorised as category C expire at the end of December 2008.

Impact on existing provider accreditations

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Id	Level	Nature of accreditation	Id	Level
Standards	9674	5	Standards	21335	4
	9675	5		21336	5
	9676	5			

Impact on Accreditation and Moderation Action Plan (AMAP)

None.

Impact on NQS Core Skills assessment support material

None.

Impact on existing qualifications

The table of affected qualifications follows the 'summary of main changes' section in this report.

Summary of main changes

All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the replacement standard carries the same Id and a new version number
B	Changes made, but the overall outcome remains the same - the replacement standard carries the same Id and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new Id
D	Standard will expire and not be replaced

Subfield Communication Skills
Domain Interpersonal Communications

Id	Title	Level	Credit	Review Category
9674	Facilitate a group and/or team to gather ideas and information	5	4	C
9675	Facilitate a group and/or team to make decisions	5	4	C
9676	Facilitate a group and/or team to recommend solutions to problems	5	4	C
21335	Lead a group/team to achieve an objective(s)	4	5	
21336	Lead a group/team to achieve an objective(s) with some complexity	5	5	

Impact on existing qualifications

The following NZQA qualifications are affected by the outcome of this review and:

- National Certificate in First Line Management (Level 4) is currently under review (2006)
- it is planned that the qualifications in marketing will be revised/reviewed in 2007.

Qualification title	Standard in the qualification
National Certificate in Marketing [Ref: 0345]	9674
National Diploma in Marketing with strands in General Marketing, Direct Marketing, International Marketing, Marketing Research, Sales Organisation and Management, Advertising, and Public Relations [Ref: 0424]	9674
National Certificate in First Line Management (Level 4) [Ref: 0649]	9674, 9675, 9676

The following qualifications are also affected by the outcome of this review. The standard setting bodies (SSBs) have been advised that they require revision.

Qualification title	Standard in the qualification	SSB Name
National Certificate in Fixed Fire Protection Systems (Level 5) [Ref: 0865]	9674, 9675, 9676	Competenz
National Diploma in Fire Detection and Alarm Systems (Level 5) [Ref: 0866]	9674, 9675, 9676	
National Diploma in Fire Protection Systems Technology (Certification of Fire Safety Systems) (Level 5) [Ref: 0867]	9674, 9675, 9676	
National Certificate in Electricity Supply (Front Line Manager) (Level 4) [Ref: 0856]	9674	Electricity Supply Industry Training Organisation
National Certificate in Contact Centre Management (Team Leader) (Level 4) [Ref: 0739]	9674	ElectroTechnology Industry Training Organisation
National Certificate in Offender Management (Level 5) [Ref: 0975]	9676	
National Certificate in Extractive Industries (Introductory Skills) with strands in Surface Extraction, and Underground Extraction [Ref: 0247]	9674	NZ Extractive Industries Training Organisation
National Certificate in Extractive Industries (Operations) with strands in Surface Extraction, and Underground Extraction [Ref: 0248]	9674	
National Certificate in Extractive Industries (Supervision) with strands in Surface Extraction, and Underground Extraction [Ref: 0249]	9674, 9675, 9676	
National Certificate in Extractive Industries (Mineral Processing - Lime Mill Processing) [Ref: 0474]	9674	
National Certificate in Forestry (Operations Management) [Ref: 0834]	9675	Forestry Industries Training (FITEC)

Qualification title	Standard in the qualification	SSB Name
National Diploma in Compliance and Regulatory Control with strands in Building Inspection, and Plumbing and Drainlaying Inspection and with an optional strand in Specialist Inspection [Ref: 0421]	9676	Local Government Industry Training Organisation
National Certificate in Compliance and Regulatory Control (Vertebrate Pest Management) (Level 4) [Ref: 0531]	9676	
National Certificate in Compliance and Regulatory Control (Local Government Committee Management) [Ref: 0959]	9674	
National Certificate in Furniture (Retail and Wholesale) (Level 4) [Ref: 0438]	9676	NZ Furniture Industry Training Organisation
National Certificate in Motor Industry (Automotive Technical Supervision) [Ref: 0677]	9676	NZ Motor Industry Training Organisation
National Certificate in Meat Processing (Level 4) with strands in Supervisory Management, and Risk Management [Ref: 0692]	9675, 9676	New Zealand Industry Training Organisation
National Certificate in Dairy Manufacturing (Process Skills) (Level 4) with optional strands in Product Safety, and People Skills [Ref: 1044]	9674	
National Certificate in Plastics Processing Technology (Level 4) with strands in Injection Moulding, Extrusion, Blow Moulding, Thermoforming, Blown Film Extrusion, Injection Stretch Blow Moulding Single Stage, Injection Stretch Blow Moulding Two Stage, and Rotational Moulding [Ref: 0396]	9676	Plastics and Materials Processing Industry Training Organisation
National Certificate in Supervision of Youth Development Programmes (Conservation Corps and Youth Service Corps) [Ref: 0907]	9676	Public Sector Training Organisation
National Certificate in Public Sector Services (Leadership Development - Middle Management) (Level 5) [Ref: 1019]	9676	

Qualification title	Standard in the qualification	SSB Name
National Certificate in Public Sector Services (Field/Community Advisors) [Ref: 1106]	9674	
National Certificate in Public Sector Employment Relations (Partnership for Quality) (Level 4) [Ref: 1110]	9674, 9675	
National Diploma in Public Sector Services (Procurement) [Ref: 1137]	9674, 9675, 9676	
National Diploma in Public Sector Services (Level 5) with strands in Administration of Revenue Law, Adult Education and Training, Border Management, Careers Practice, Courts Practice, Ecological Management, Intelligence Analysis, Mediation, Public Sector Management, Public Sector Service Delivery, and Weights and Measures Inspection [Ref: 1155]	9674	
National Certificate in Distribution (Level 4) [Ref: 0992]	9676	Retail Industry Training Organisation
National Certificate in Sport (Umpiring-Officiating) (Level 3) [Ref: 0445]	9676	Sport, Fitness and Recreation Industry Training Organisation
National Certificate in Community Recreation (Community Art Work) (Level 4) [Ref: 0450]	9676	
National Certificate in Community Recreation (Level 4) with strands in Community Arts, Countryside Parks, and Urban Parks [Ref: 0451]	9676	
National Certificate in Community Recreation (Aquatics) (Level 4) [Ref: 0938]	9676	