

## FIELD BUSINESS

### Revision of *Public Sector Services* qualifications

**National Certificate in Public Sector Services (Client/Customer Services) (Level 3)**  
[Ref: 0659]

**National Certificate in Public Sector Services (Client/Customer Services) (Level 4)**  
[Ref: 0660]

**National Certificate in Public Sector Services (Field/Community Advisors)**  
[Ref: 1106]

The Public Sector Training Organisation has revised the qualifications listed above that were registered in September 2003 and July 2004.

**Date new versions published**

**February 2006**

**The review of these qualifications is planned to take place in 2007 and 2008.**

### Main changes resulting from the revision

**National Certificate in Public Sector Services (Client/Customer Services) (Level 3)**  
[Ref: 0659]

This qualification was issued as version 3 to take account of the *Quality Management* unit standard review.

- Titles of unit standards 8073, 8074, 8077, 8082 and 8089 were updated and the level of unit standard 8077 decreased from 4 to 3.
- The titles of unit standards 111 and 2780 were updated.
- The opportunity was taken to amend the expression of rules to enable correct database programming and to amend the credit range table.

**National Certificate in Public Sector Services (Client/Customer Services) (Level 4)**  
[Ref: 0660]

This qualification was issued as version 3 to take account of the *Quality Management* unit standard review.

- Titles of unit standards 8074, 8077, 8081, 8085, 8086 and 8087 were updated; the level of unit standard 8077 decreased from 4 to 3; and the level of 8086 increased from 3 to 4.
- The titles of unit standards 111 and 2780 were updated.
- The opportunity was taken to amend the expression of rules to enable correct database programming and to amend the credit range table.

**National Certificate in Public Sector Services (Field/Community Advisors)**  
[Ref: 1106]

This qualification was issued as version 2 to update the titles of *Business Administration Services* unit standards.

### Transition

There are no transition implications arising from these changes.