

FIELD BUSINESS

Revision of *Public Sector Services* qualification

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

Learning State has revised the qualification listed above.

Date new version published

August 2008

The next qualification review is planned to take place during 2009.

Reason for the revision

This qualification was revised to take account of *Public Sector Core Skills*, *Public Sector Māori*, *Interpersonal Communications* and *Writing* standard reviews.

Main changes resulting from the revision

Changes to structure and content

- 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.

Transition

There are no transition implications arising from these changes.

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

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