

FIELD BUSINESS**Revision of *Public Sector Services* qualification****National Certificate in Public Sector Services (Client/Customer Services) (Level 3)
[Ref: 0659]**

Learning State has revised the qualification listed above.

Date new version published**September 2008**

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

Reason for the revision

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

Main changes resulting from the revision

Changes to structure and content

- Credit for standards 17213 and 14950 has increased, and the total credits have been increased accordingly from 80 to 85.
- Standard 9706 has expired and has been removed from Set A of the *Communication Skills* elective. It has not been replaced.
- Standard titles have been updated to reflect the results of reviews.
- Levels and credits have been updated where necessary and the credit range table has been amended accordingly.

Transition

There are no transition implications arising from these changes.

For the purpose of this qualification, people may be exempted from the following standards on the basis of holding higher-level skills.

Credit for	Exempt from
14943	14950
14945	17213

This qualification contains a standard that replaces an earlier standard. For the purposes of this qualification people who have gained credit for the expiring standard will be exempt from the requirement to gain credit for the replacement standard.

Credit for	Exempt from
14947	19895

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

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