

FIELD BUSINESS**Review, Revision and Rollover, and Reclassification of *Management – Developing and Coordinating People* unit standards**

This report is in two parts. The first deals with the rollover and revision of unit standard 8496, and the second deals with the **Review** of other unit standards in the Management – Developing and Coordinating People domain.

Revision and Rollover, and Reclassification of *Management – Developing and Organising People* unit standard 8496

Subfield	Domain	Id
Management	Management – Developing and Coordinating People	8496

NZQA National Qualifications Services (NQS) has completed the revision and reclassification of the unit standard listed above. The unit standard has also been rolled over to maintain its currency until it is reviewed.

Date new versions published**February 2009****Planned review date****December 2013****Reason for the revision**

As part of the review of the unit standards in domain Management – Developing and Coordinating People (see page 3 below), it was decided that this unit standard should not be reviewed at this time, but rather that it should be held over until the strategic review of the unit standards in the domain People Development and Coordination, planned to be completed by 2013. The issues raised by the potential review of this unit standard are, it was decided, best dealt with in a more strategic context.

Main changes resulting from the revision

As a consequence, this unit standard was revised and reclassified into the new domain People Development and Coordination. Other changes include adopting the new unit standard format and various editorial corrections.

Impact on existing provider accreditations and qualifications

See below.

Impact on Accreditation and Moderation Action Plan (AMAP)

AMAP 113 has been updated to reflect the changes made to the standard.

Summary of main changes

All changes are in **bold**.

Subfield Management
 Business Operations and Development
 Domain Management – Developing and Coordinating People
 People Development and Coordination

Id	Title	Level	Credit
8496	Develop and maintain a safe and supportive working environment	5	5

Review and Reclassification of *Management – Developing and Organising People* unit standards

Subfield	Domain	Id
Management	Management – Developing and Coordinating People	7450-7452, 8493-8495, 8498, 8499, 9733-9737, 19588

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

Date new versions published

February 2009

Planned review date

December 2013

Summary of review and consultation process

NQS decided in 2004 that a review of domain Management – Developing and Coordinating People was warranted due to:

- Mixed usage of the unit standards, with some of the unit standards showing very little use.
- The unit standards not having been reviewed since registration, mostly in 1996 and 1997.
- The need to ensure the unit standards are consistent with the requirements of the current business environment.
- Feedback from the NQS Business and Management Advisory Steering Group (ASG), and from the Business New Zealand Training Managers Network that a review of the standards in subfield Management should be a priority.
- Feedback received from the sector recommending changes.

The review panel and consultation network included representation from university and polytechnic business schools, MQS Maori Business and Management Whakaruruhau, industry training managers, workplace assessors, NZQA moderators, business consultants, a range of tertiary providers, Industry Training Organisations, business networks, relevant government agencies, and the NQS Business and Management network. The review panel met several times through 2005-8 and unit standard review drafts were circulated widely for consultation. All feedback received was considered by the review panel and has informed the new versions. Industry Training Organisations whose qualifications were affected by the review of the unit standards were notified of review outcomes.

This review is one of several to take account of the structural review of field Business. As a result of considerable work and sector consultation by the Business and Management ASG since 2004, subfield Management was designated as lapsing, and two new subfields were registered in August 2006.

The unit standards in this domain will be reclassified into the new domain People Development and Coordination in subfield Business Operations and Development.

Main changes resulting from the review

- All unit standards have been reclassified into the new domain People Development and Coordination in subfield Business Operations and Development.
- The title, elements, and performance criteria of all reviewed unit standards have been changed where necessary to better reflect intended outcomes and requirements for assessment evidence, and so to promote quality assessment.
- Special notes have been amended, where necessary to clarify the context for assessment.
- Where appropriate, restrictive range statements have been made more flexible or removed.
- Terminology has been updated.
- Credit values have been decreased for unit standards 9735 and 19588, and increased for unit standards 8493, 8498, and 9734, to better reflect time needed for learning and assessment.
- The level has been decreased for unit standard 8495, and increased for unit standards 8494, 9734, and 9735 to better reflect the content of the unit standard.
- Unit standard 8496 was not reviewed, but revised to maintain currency and reclassified (see page 1 above). It will be reviewed as part of the strategic review of all the unit standards in the domain People Development and Coordination planned by 2013.
- Unit standards 7452 and 8494 have been replaced by new unit standards 25463 and 25464 respectively, in each case to focus more explicitly on the management role.
- Unit standards 7451, 8499, 9733, 9736, and 9737 have been designated expiring and will not be replaced.
- Unit standard 7450 has also been designated expiring and will not be replaced, but attention is drawn to the following unit standards that may be used as replacements:
 - 25449 - Demonstrate knowledge of the requirements for managing staff exit in an organisation, level 4, 4 credits
 - 25450 - Prepare for and conduct staff exit in an organisation, level 5, 8 credits
 - 23394 - Plan for and carry out staff selection, level 5, 4 credits
 - 23395 - Participate in staff selection processes, level 4, 3 credits
- New unit standards, 25449, 25450, and 25451 have been developed, refer to the table at the end of this report.

Unit standards categorised as category C or D expire at the end of December 2011.

Impact on existing provider accreditations

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification or Id	Level	Nature of accreditation	Classification or Id	Level
Field	Business	5	Standards	25464, 9735	6
Subfield	Management	5	Subfield	Business Operations and Development	5
			Standards	25464, 9735	6
		6	Subfield	Business Operations and Development	6
Domain	Management – Developing and Coordinating People	5	Domain	People Development and Coordination	5
			Standards	25464, 9735	6
Standard	7452	5	Standard	25463	5
Standard	8494	5	Standard	25464	6

Impact on Accreditation and Moderation Action Plan (AMAP)

AMAP 0113 has been updated to reflect the changes made to the standards.

Impact on existing qualifications

Qualifications that contain the reviewed standards or classifications are tabled below.

Affected	The qualification lists a reviewed classification (domain or subfield) in an elective set The qualification lists a standard that has changes to level or credits The qualification lists a C or D category standard
Not materially affected	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

The following NZQA National Qualifications Services qualifications are affected by the outcome of this review and will be revised/reviewed in 2012.

Qualification title	Classification or standard in the qualification
National Certificate in Quality Management [Ref: 0369]	9734
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]	Management – Developing and Coordinating People
National Certificate in Business (First Line Management) (Level 4) [Ref: 0649]	Management – Developing and Coordinating People
National Certificate in Business (First Line Management) (Level 3) [Ref: 0743]	Management – Developing and Coordinating People
National Certificate in Business (Level 4) (Introductory) or (Intermediate) [Ref: 0782]	Management – Developing and Coordinating People
National Diploma in Business (Level 5) [Ref: 0783]	Management – Developing and Coordinating People
National Diploma in Business (Level 6) [Ref: 0784]	Management – Developing and Coordinating People

The following qualifications are also affected by the outcome of this review. The standard setting bodies (SSBs) have been advised that they require revision. The items that generated the affected status are shown in **bold**.

Qualification title	Classification or standard in the qualification	SSB Name
National Certificate in Poultry Management (Level 4) [Ref: 1156]	7452, 8493	Agriculture Industry Training Organisation
National Certificate in Casino Surveillance (Level 5) [Ref: 0407]	9737	Aviation, Tourism and Travel Training Organisation
National Diploma in Tourism (Management) (Level 5) [Ref: 0473]	Management – Developing and Coordinating People	
National Certificate in Casino Cashiering (Level 4) [Ref: 0491]	Management – Developing and Coordinating People	
National Diploma in Casino Gaming with strands in Casino Gaming Management, and Casino Inspection and Monitoring [Ref: 0671]	8498	
National Certificate in Food and Related Products Processing (Level 3) [Ref: 0343]	Management – Developing and Coordinating People	
National Certificate in Food and Related Products Processing (Level 4) [Ref: 0344]	Management – Developing and Coordinating People	
National Certificate in Baking (Level 3) [Ref: 0589]	Management – Developing and Coordinating People	
National Certificate in Baking (Plant Baking) (Level 4) with strands in Bread, Biscuit, Cake, and Pastry [Ref: 0591]	Management – Developing and Coordinating People	
National Certificate in Baking (Instore/Franchise) (Level 4) [Ref: 1267]	Management – Developing and Coordinating People	
National Diploma in Engineering (Level 6) with strands in Mechanical Engineering, Production Engineering, and an optional Practical Endorsement strand [Ref: 0534]	7452	
National Certificate in Engineering - Fabrication (Level 5) with strands in Heavy Fabrication, Light Fabrication, and Welding [Ref: 0681]	7452	
National Certificate in Maintenance and Diagnostics in Mechanical Engineering (Level 5) [Ref: 0718]	7452	
National Certificate in Engineering Machining and Toolmaking (Level 5) [Ref: 0719]	7452	
National Certificate in Refrigeration and Air Conditioning (Level 5) [Ref: 0720]	7452, 8493, 8495	
National Certificate in Heating, Ventilating, and Air conditioning (Mechanical Services) (Level 5) [Ref: 0897]	7452, 8493, 8495	

Qualification title	Classification or standard in the qualification	SSB Name
National Certificate in Offender Management (Level 4) [Ref: 0679]	8495	ElectroTechnology Industry Training Organisation
National Diploma in Contact Centre Management (Level 5) [Ref: 0974]	7450, 8493, 8494, 8496, 8498	
National Certificate in Offender Management (Level 5) [Ref: 0975]	7452, 8499	
National Certificate in Security Management (Supervision) (Level 5) [Ref: 0561]	Management – Developing and Coordinating People	
National Diploma in Security Management (Level 6) [Ref: 0562]	Management – Developing and Coordinating People	
National Certificate in Electrical Engineering (Level 5) [Ref: 0951]	Management – Developing and Coordinating People	
National Certificate in Industrial Measurement and Control (Level 5) [Ref: 0976]	Management – Developing and Coordinating People	
National Certificate in Fire and Rescue Services (Urban Fire and Rescue Operations) (Level 4) [Ref: 0613]	Management – Developing and Coordinating People	Fire and Rescue Services Industry Training Organisation
National Diploma in Fire and Rescue Services (Urban Fire and Rescue Operations) (Level 5) [Ref: 1134]	Management – Developing and Coordinating People	
National Certificate in Fire and Rescue Services (Vegetation) (Level 5) [Ref: 1184]	Management – Developing and Coordinating People	
National Certificate in Furniture (Retail and Wholesale) (Level 4) [Ref: 0438]	7452, Management – Developing and Coordinating People	Forest Industries Training and Education Council - Furniture
National Diploma in Professional Practice in Design and Construction Consultancy [Ref: 0586]	7450, 8493, 8494, 8498, 8499	Infratrain
National Diploma in Hospitality (Management) (Level 5) [Ref: 0769]	7450	Hospitality Standards Institute
National Diploma in Hospitality (Operational Management) (Level 5) with strands in Kitchen Management; Food and Beverage Management; Rooms Division Management; and Functions Management [Ref: 1245]	7450, 8494	
National Diploma in Hospitality (Business Management) (Level 5) [Ref: 0883]	Management – Developing and Coordinating People	
National Diploma in Career Practice (Level 6) with optional strands in Counselling, Education, Management, and Research and Development [Ref: 0429]	Management – Developing and Coordinating People	Learning State (trading name of the Public Sector Training Organisation)
National Certificate in Public Sector Services (Leadership Development - Middle Management) (Level 5) [Ref: 1019]	7452, 8493, 8495, 8496, 19588	
National Certificate in Public Sector Employment Relations (Partnership for Quality) (Level 4) [Ref: 1110]	8498	

Qualification title	Classification or standard in the qualification	SSB Name
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 [Ref: 1155]	8493, 8495, 8499, 9737	
National Diploma in Public Sector Management (Leadership Development) (Level 6) [Ref: 1419]	8493-8495, 8498, 9736, 19588	
National Diploma in Extractive Industries (Management) with strands in Surface Extraction, and Underground Extraction [Ref: 0806]	7450, 7452, 8493, 8495	NZ Extractive Industries Training Organisation
National Diploma in Drilling - Hydrocarbon (Rig Manager, Tool Pusher) (Level 5) with strands in Off Shore Drilling, and On Shore Drilling [Ref: 1338]	7450, 7452, 8495	
National Certificate in Hairdressing (Management) (Level 5) with strands in Assessment of Hairdressing, Tutoring in Hairdressing, and Salon Management [Ref: 0646]	8494, 8495, 8496, Management – Developing and Coordinating People	NZ Hairdressing Industry Training Organisation Inc
National Certificate in Meat Processing (Level 4) with strands in Supervisory Management, and Risk Management [Ref: 0692]	7452, 8493, 8495, 8496	New Zealand Industry Training Organisation
National Certificate in Dairy Manufacturing (Field Service) with an optional strand in Agribusiness Management [Ref: 1275]	8495, 8498, 9736	
National Certificate in Industrial Textile Fabrication (Level 4) with strands in Canvas Fabrication; Sailmaking; and Vehicle Trimming and Upholstery [Ref: 1341]	7452, 8493	NZ Motor Industry Training Organisation (Incorporated)
National Diploma in Cranes (Management) (Level 6) [Ref: 1164]	8494	Opportunity - The Training Organisation
National Diploma in Plastics Processing Technology (Level 5) [Ref: 1004]	Management – Developing and Coordinating People	Plastics and Materials Processing Industry Training Organisation Incorporated
National Certificate in Distribution (Level 4) [Ref: 0992]	7452	Retail Institute
National Certificate in Retail (Level 4) [Ref: 0995]	8493, 8495	
National Certificate in Meat Retailing (Management) [Ref: 0716]	Management – Developing and Coordinating People	Retail Meat Industry Training Organisation Inc

Qualification title	Classification or standard in the qualification	SSB Name
National Certificate in Snowsport (Supervision) with strands in Lift Operation, Patrol Leader, Snowsport Equipment, Snowgrooming, Snowmaking, Snowschool, and Ticketing and Guest Services [Ref: 1219]	8493	Sport, Fitness and Recreation Industry Training Organisation
National Certificate in Community Recreation (Aquatics) (Level 4) [Ref: 0938]	8493	
National Diploma in Community Recreation (Programme and Event Management) (Level 6) [Ref: 0941]	Management – Developing and Coordinating People	
National Diploma in Community Recreation (Facility Management) (Level 5) [Ref: 1251]	Management – Developing and Coordinating People	
National Diploma in Logistics Operations [Ref: 0960]	7452, 8493, 8495	Tranzqual ITO

The following qualifications are not materially affected by the changes. They will be updated when they are next reviewed.

Qualification title	Standard in the qualification	SSB Name
National Certificate in Civil Engineering - Asset Management (Operations) (Level 4) [Ref: 0760]	8496	Infratrains
National Diploma in Diving (Occupational) (Level 5) [Ref: 1008]	8496	Sport, Fitness and Recreation Industry Training Organisation

Summary of main changes

All changes are in **bold**. Details of recommended alternative unit standards are in *italics*.

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same Id and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the 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 Management
 Business Operations and Development
Domain Management – Developing and Coordinating People
 People Development and Coordination

Id	Title	Level	Credit	Review Category
7450	Recruit, select, and release staff	5	10	D
25449	<i>Demonstrate knowledge of requirements for managing staff exit in an organisation</i>	4	4	
25450	<i>Prepare for and conduct staff exit in an organisation</i>	5	8	
23394	<i>Plan for and carry out staff selection</i>	5	4	
23395	<i>Participate in staff selection processes</i>	4	3	
7451	Negotiate and administer conditions of employment	5	10	

Id	Title	Level	Credit	Review Category
7452 25463	Plan, organise, and allocate work to achieve objectives Manage a plan to achieve organisational objectives	5	10	C
8493	Lead individuals and teams Provide leadership for a team in an organisation	5	5 10	B
8494 25464	Enable and enhance employee competence and capability Manage processes to enhance employee learning and development	5 6	10	C
8495	Develop self to improve performance Develop self to improve performance at work	5 4	5	B
8498	Explain and apply principles for managing conflict in workplaces Demonstrate and apply knowledge of managing conflict in the workplace	5	5 6	B
8499	Manage diversity in the workplace	5	5	D
9733	Explain and apply principles and practices of contractual employment relations	5	10	D
9734	Explain and apply principles of team leadership and teamworking in self-directed teams Demonstrate knowledge of workplace team leadership and teamworking	5	10 12	B
9735	Explain and apply principles of organisational behaviour in developing workplace relationships Demonstrate knowledge of theory relevant to management of workplaces	5 6	15 10	B
9736	Explain and apply principles for making ethical and responsible decisions	6	10	D
9737	Explain and apply principles for managing equal employment opportunities and diversity policies	5	7	D
19588	Manage people, systems and resources professionally, ethically, and responsibly Operate professionally, ethically, and responsibly in an organisation	5	10 8	B
25449	Demonstrate knowledge of requirements for managing staff exit in an organisation	4	4	New
25450	Prepare for and conduct staff exit in an organisation	5	8	New
25451	Mentor people in an organisation	6	5	New