

FIELD BUSINESS**Review of *Public Sector Services* qualification****National Certificate in Public Sector Services (Induction) (Level 3) [Ref: 1453]**

Learning State has completed the review of the qualification listed above.

Date new version published**February 2010**

The next qualification review is planned to take place during 2015.

Summary of review and consultation process

The review was carried out due to feedback indicating that the elective section did not provide enough options for people to complete the qualification.

Feedback from consultation about the review was received from

- a number of government agencies that had used the qualification
- focus groups and advisory groups involved in the development of new qualifications and in the review of existing qualifications including compliance and service delivery sector qualifications.

All reviews and new developments take account of career and qualifications pathways starting with this foundation qualification.

Rather than listing specific domains, feedback indicated that the elective section should be open to standards from anywhere on the National Qualifications Framework (NQF) so that candidates could choose standards that were relevant to their job role in the public sector. Relevant public sector standards include customer service, contact centre, service delivery, policy, procurement, compliance and regulation as well as a range of generic administration, computing and management standards.

Main changes resulting from the review

The main change resulting from the review is the change to the elective, broadening it to standards from anywhere on the NQF rather than specifying set domains.

Review category	B	See Key to Qualification Review Categories at the end of report
-----------------	----------	---

Changes to structure and content

- Elective changed from standards from specific domains to standards from anywhere on the NQF
- Purpose statement changed to identify further qualifications and pathways for people completing this qualification and removing reference to the expiring National Certificate in Public Sector Services [Ref: 0714].

Transition

There are no transition consequences arising from these changes.

Key to Qualification Review Categories

Category A The qualification is published as a new version with the same NQF ID	Changes are made to SSB name, contact details or purpose statement
	No change is made to title, rules or components of the qualification
	No transition arrangements are required
Category B The qualification is published as a new version with the same NQF ID	Changes are made to title, rules or components
	The new version of the qualification recognises a similar skill set to that recognised by the previous version
	The SSB is confident that people awarded the new or previous version are comparable in terms of competence
	Transition arrangements are required if candidates must gain additional/different credits for the new version
Category C A new (replacement) qualification is published with new NQF ID	Significant changes are made to the qualification in terms of components, structure, type or level
	The SSB views people with the replacement qualification as being significantly different in terms of competence from those with the replaced qualification
	Transition arrangements are required
	Transition may be limited to phase-out dates
Category D Qualification will expire. There is no replacement qualification	Qualification is no longer required by industry
	The qualification is designated as expiring and a last date for meeting the qualification requirements is set