

**FIELD CORE GENERIC and SERVICE SECTOR****Review of Core Generic and Service Sector - Core Skills unit standards**

<b>Subfield</b>	<b>Domain</b>	<b>Id</b>
Core Generic	Self-Management	496, 548, 4255, 4258, 7123, 7127, 8548, 8549, 12348, 12349, 12352, 12354, 12355, 12357-12359
	Social and Cooperative Skills	525, 526, 529, 542, 4246, 4247, 4250, 4257, 4259-4261, 7124-7126, 12350, 12351, 12356, 18862
	Work and Study Skills	504, 543, 1978-1980, 1982, 4248, 4249, 4251-4253, 7117-7122, 7128, 8557, 10780, 10781, 12360, 12382-12384, 20587-20589, 22805
Service Sector Skills	Service Sector - Core Skills	56, 57, 62, 64, 376-378, 11815, 11816, 11818, 11826, 11827

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

**Date new versions published**

**July 2010**

**Planned review date**

**December 2015**

**Summary of review and consultation process**

These unit standards were reviewed as part of a scheduled review of unit standards in the *Core Generic* and *Service Sector Skills* subfields to ensure that they were fit for purpose, national in scope, and technically sound.

All unit standards within the *Core Generic* subfield and *Service Sector Skills* subfield were reviewed in order to align the next planned review date across all the domains.

The review confirmed the relevance of all other unit standards and endorsed the levels and credits of the draft versions of the standards.

Representatives from Institutes of Technology and Polytechnics (ITPs), Industry Training Organisations (ITOs), Private Training Establishments (PTEs), Ministry of Education (MoE), and the New Zealand Qualifications Authority (NZQA) moderators met to review the content of the unit standards and the underpinning quality systems as outlined in the AMAP [Ref: 0023]. This process was supported by email consultation with the wider network of key stakeholders and interested parties.

NQS has consulted with providers on the expiry and the expiry date of unit standards 4250, 4257, 7122 and 8557, and have received no objections. Evidence of consultation is available on request.

## Main changes resulting from the review

- Corrections were made to dates of enactment of some legislation.
- Changes were made to range statements to clarify assessment parameters.
- Purpose statements were modified so that wording was consistent with the elements.
- Elements and performance criteria were changed to meet the roles reflected in the titles, to improve assessability, and for consistency across the domains.
- Level of unit standard 12360 was increased to better reflect the complexity of skills covered in the standard.
- Credit values of unit standards 62, 496, 1978, 4249, 4255, 4261, 12360, 12383, and 22805 were increased to better reflect the time involved to achieve the standards.
- Credit values of unit standards 4246, 11815, 11818, 20588 were decreased to better reflect the time involved to achieve the standards.
- Unit standard 4250 was designated 'C' category expiring and was replaced by unit standard 25873.
- Unit standards 4257, 7122, and 8557 were designated 'D' category expiring and will not be replaced. A recommended alternative for unit standard 7122 is indicated below in the *Review Categories and changes to classification, title, level, and credits* table.
- Standards 377 and 11827 were reclassified.
- Some titles were amended to better reflect the content of standards.

The *Registration Criteria for National Qualifications Framework (NQF) Unit Standards* have been reviewed and replaced with the *Quality assurance criteria for the listing of unit standards on the Directory of Assessment Standards*. The changes made to the criteria during this review reflect the replacement of the NQF and the Register with the New Zealand Qualifications Framework (NZQF) and the Directory of Assessment Standards, the inclusion of criteria for grades, and changes to terminology and format of unit standards. The main changes to terminology are that:

- Special Notes were renamed *Explanatory notes*
- Elements were renamed *Outcomes*
- Performance Criteria were renamed *Evidence requirements*.

The unit standards covered by this report have been published in the new format.

**Unit standards categorised as category C or D expire at the end of December 2013.**

## 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	Core Generic	2	Standard	12360	3
Subfield	Core Generic	2	Standard	12360	3
Subfield	Service Sector Skills	3+	Standard	11827	3
Subfield	Service Sector Skills	2+	Standard	377	2
Domain	Service Sector - Core Skills	3+	Standard	11827	3
Domain	Service Sector - Core Skills	2+	Standard	377	2
Domain	Social and Cooperative Skills	2	Standard	25873	2

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification or Id	Level	Nature of accreditation	Classification or Id	Level
Domain	Work and Study Skills	2	Standard	12360	3
Standard	4250	2	Standard	25873	2

### Impact on Accreditation and Moderation Action Plan (AMAP)

None.

### Impact on existing qualifications

See Appendix.

### Review Categories and changes to classification, title, level, and credits

All changes are in **bold**. The details of recommended alternatives 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

#### Core Generic > Core Generic > Self-Management

Id	Title	Level	Credit	Review Category
496	Manage personal wellness	1	2 <b>3</b>	B
548	Plan to manage personal use of alcohol and other drugs <b>Demonstrate knowledge of management of alcohol and other drugs</b>	1	2	B
4255	Demonstrate knowledge of personal insurance options	2	3 <b>4</b>	B
4258	Describe ways of managing and coping with change	2	2	B
7123	Demonstrate knowledge of problem solving and apply a problem solving technique to a problem <b>Apply a problem solving method to a problem</b>	2	2	B
7127	Exercise informed choice in deciding on a major goods or service purchase	2	2	B
8548	Demonstrate knowledge of accessing legal assistance	1	2	B
8549	Describe roles and expectations for participating in District Court criminal proceedings	1	2	B

<b>Id</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
12348	Demonstrate knowledge of anger and options for dealing with anger issues	1	2	B
12349	Demonstrate time management <b>Demonstrate knowledge of time management</b>	2	3	B
12352	Describe aspects of one's own lineage, heritage, and cultural identity	2	3	B
12354	Describe implications of independent living, including renting and flatting	2	4	B
12355	Demonstrate knowledge of stress and ways of dealing with it <b>Describe stress and ways of dealing with it</b>	2	2	B
12357	Demonstrate knowledge of human sexuality	1	4	B
12358	Demonstrate knowledge required for an informed choice in purchasing household consumables <b>Demonstrate knowledge of purchasing household consumables</b>	1	3	B
12359	Describe household conservation strategies	2	3	B

## Core Generic &gt; Core Generic &gt; Social and Cooperative Skills

<b>Id</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
525	Recognise sexual harassment and describe ways of responding to it	1	2	B
526	Describe community services	1	2	B
529	Describe political rights and responsibilities under local government	1	2	B
542	Describe unlawful discrimination under the Human Rights Act and describe ways of responding to it <b>Describe discrimination under the Human Rights Act 1993 and describe ways of responding to it</b>	1	2	B
4246	Demonstrate knowledge of systems and practices in relation to education in New Zealand	2	4 3	B
4247	Describe general characteristics of peoples in New Zealand	2	2	B
4250	Demonstrate knowledge of equal employment opportunities, and describe strategies for positive action <b>Demonstrate knowledge of equal employment opportunity practices</b>	2	2	C
<b>25873</b>		<b>2</b>	<b>2</b>	

4257	Describe the measures needed to protect physical health and safety in the home environment	1	5	D
4259	Describe the role of the New Zealand Police and the services it provides in the community	2	2	B
4260	Describe and evaluate the application of road usage law <b>Describe and identify the application of road usage law</b>	2	3	B
4261	Identify rights and responsibilities in relation to owning and operating a private motor vehicle <b>Identify legal rights and obligations in relation to owning and operating a private motor vehicle</b>	2	2 3	B
7124	Demonstrate knowledge of one-to-one negotiation	2	2	B
7125	Negotiate on own behalf	4	3	B
7126	Respond to oral one-to-one complaints	3	2	B
12350	Demonstrate knowledge of responding to law enforcement <b>Demonstrate knowledge of law enforcement</b>	1	2	B
12351	Describe political rights and responsibilities under central government	1	2	B
12356	Demonstrate knowledge of consumer problems and ways to resolve them	1	2	B
18862	Facilitate the Peer Support programme in schools	3	4	B

## Core Generic &gt; Core Generic

Id	Domain	Title	Level	Credit	Review Category
504	Work and Study Skills	Produce a CV (curriculum vitae)	1	2	B
543	Work and Study Skills	Start work in a new workplace <b>Work in a new workplace</b>	1	3	B
1978		Identify basic employment rights and responsibilities, and sources of information and assistance <b>Identify and describe basic employment rights and responsibilities, and sources of information and assistance</b>	1	2 3	B

1979	Work and Study Skills	Describe the employment relationship, and the application of employment law to that relationship <b>Describe an employment relationship, and the application of employment law to that relationship</b>	2	3	B
1980	Work and Study Skills	Identify, from an employee perspective, ways of dealing with employment relationship problems <b>Describe, from an employee perspective, ways of dealing with employment relationship problems</b>	3	2	B
1982	Work and Study Skills	Contribute to collective employment agreement negotiation: as an employee <b>Demonstrate knowledge of collective employment agreement negotiation processes</b>	3	2	B
4248	Work and Study Skills	Describe requirements and expectations faced by employees within New Zealand workplaces <b>Describe requirements and expectations faced by employees within the workplace</b>	1	3	B
4249	Work and Study Skills	Demonstrate care and timeliness as an employee	1	3 4	B
4251	Work and Study Skills	Manage own career development <b>Plan a career pathway</b>	3	2	B
4252	Work and Study Skills	Produce a targeted resumé	2	2	B
4253	Work and Study Skills	Obtain job search skills <b>Demonstrate knowledge of job search skills</b>	2	3	B
7117	Work and Study Skills	Produce a plan to enhance own learning	2	2	B
7118	Work and Study Skills	Manage own learning programme	2	3	B
7119	Work and Study Skills	Describe memory processes and demonstrate memory techniques <b>Describe memory processes and demonstrate a memory technique</b>	2	1	B
7120	Work and Study Skills	Demonstrate knowledge of written and visual note making techniques and demonstrate their use <b>Demonstrate knowledge of note taking</b>	2	2	B

7121	Work and Study Skills	Demonstrate information search, access, and selection skills <b>Demonstrate skills to search, access, and select information</b>	2	2	B
7122	Work and Study Skills	Organise, store, and retrieve information and documents for own use	2	3	D
12884	<i>Text and Information Management - Generic</i>	<i>Create documents and manage files for generic text and information management</i>	2	3	
7128	Work and Study Skills	Demonstrate an introductory knowledge of training agreements	2	1	B
8557	Work and Study Skills	Seek changes to an individual employment agreement with an employer	2	3	D
10780	Work and Study Skills	Complete a work experience placement	1	2	B
10781	Work and Study Skills	Produce a plan for own future directions	2	3	B
12360	Work and Study Skills	Describe and explain emerging patterns of work	2 3	2 3	B
12382	Work and Study Skills	Identify the significance of one's work within an employing organisation <b>Describe the significance of one's work within an employing organisation</b>	1	2	B
12383	Work and Study Skills	Explore career options relevant to an area of learning and explore their implications for oneself <b>Explore career options and their implications</b>	2	2 3	B
12384	Work and Study Skills	Demonstrate knowledge of different thinking styles <b>Demonstrate knowledge of analytical and global thinking styles</b>	3	2	B
20587	Work and Study Skills	Apply knowledge of the Neuro-Linguistic Programming (NLP) model of metacognition	3	3	B
20588	Work and Study Skills	Apply knowledge of the Left Brain/Right Brain model of metacognition <b>Demonstrate knowledge of the Left Brain/Right Brain model of metacognition</b>	3	3 2	B

20589	Work and Study Skills	Apply knowledge of the Experiential Learning model of metacognition <b>Apply knowledge of Kolb's Experiential Learning model of metacognition</b>	3	3	B
22805	Work and Study Skills	Describe the role of unions in New Zealand under the Employment Relations Act 2000	2	2 3	B

## Service Sector &gt; Service Sector Skills &gt; Service Sector – Core Skills

Id	Title	Level	Credit	Review Category
56	Attend to customer enquiries face-to-face and on the telephone	1	2	B
57	Provide customer service in given situations <b>Provide customer service</b>	2	2	B
62	Maintain personal presentation in the workplace <b>Maintain personal presentation and a positive attitude in a workplace involving customer contact</b>	2	2 3	B
64	Perform calculations for the workplace	1	2	B
376	Employ customer service techniques for differing customer behaviours in a given situation <b>Employ customer service techniques to accommodate customer behavioural styles in a workplace</b>	3	2	B
378	Provide customer service for international visitors	3	3	B
11815	Answer customer enquiries on the telephone in a wide range of contexts	3	4 3	B
11816	Answer customer enquiries by mail, facsimile, and/or e-mail in a wide range of contexts <b>Respond to customer enquiries by writing in a range of contexts</b>	3	4	B
11818	Enhance work practices by the application of product and/or service knowledge <b>Demonstrate and apply product and/or service knowledge</b>	3	4 2	B
11826	Develop and use customer satisfaction measurement tools	4	4	B

## Service Sector &gt; Service Sector Skills &gt; Service Sector – Core Skills



**Core Generic > Core Generic > Work and Study Skills**

<b>Id</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
377	Work in a diverse workplace <b>Demonstrate knowledge of diversity in the workplace</b>	2	2	B
11827	Participate in organisational change <b>Demonstrate knowledge of, and prepare to participate in, organisational change</b>	3	2	B

**Appendix****Impact on existing qualifications**

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

<b>Affected</b>	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
<b>Not materially affected</b>	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

The following NQS qualifications are impacted by the outcome of this review and will be revised/reviewed in 2010. Those standards generating the *Affected* status are in **bold**.

Qualification title	Classification or standard in the qualification
National Certificate in Employment Skills [Ref: 0231]	<b>1978, 4249, 7123, 12383</b>
National Certificate in Employment Relations (Union Representation) (Level 2) [Ref: 1261]	1979, 7120, 7123, <b>22805</b>

The following qualifications are also impacted by the outcome of this review. The standard setting bodies (SSBs) have been advised that they require revision. Those standards generating the *Affected* status are in **bold**.

Qualification title	Classification or standard in the qualification	SSB Name
National Certificate in Veterinary Nursing [Ref: 0221]	12349, 12355	Agriculture Industry Training Organisation
National Certificate in Animal Care [Ref: 0241]	12349, 12355	
National Certificate in Apiculture (Level 2) [Ref: 1036]	<b>4249</b>	
National Certificate in Rural Servicing (Level 3) [Ref: 1254]	12349	
National Certificate in Wool Harvesting (Entry) (Level 2) with strands in Learner Shearer, and Learner Wool Handler [Ref: 1546]	<b>4249</b>	Apparel and Textile Industry Training Board
National Certificate in Wool Harvesting (Junior Shearer) (Level 2) [Ref: 1547]	<b>4249</b>	
National Certificate in Footwear (Level 2) [Ref: 0224]	543, 12349, 12355	

National Certificate in Footwear (Level 3) with strands in Clicking, Closing, Bottom Stock, and Making and Lasting [Ref: 0225]	543, 12349, 12355	
National Certificate in Footwear (Level 4) with strands in Pattern Cutting, Clicking, Closing, Bottom Stock, and Making and Lasting [Ref: 0226]	543, 12349,	
National Certificate in Drycleaning (Production Assistant) [Ref: 0578]	57	
National Certificate in Airport Operations (Level 4) with strands in Airport Customer Service, Airport Maintenance, and Airport Safety [Ref: 0339]	57, 376, <b>11818</b>	Aviation, Tourism and Travel Training Organisation
National Certificate in Aeronautical Engineering (Related Technology) [Ref: 0381]	<b>4249</b> , 7123	
National Certificate in Casino Surveillance (Level 4) [Ref: 0406]	542	
National Certificate in Aeronautical Storekeeping [Ref: 0618]	<b>62</b> , <b>4249</b> , 7123	
National Certificate in International Air Express with strands in strands in Customer Service, Ground Operations, and Operations [Ref: 0749]	57, <b>62</b> , <b>11818</b>	
National Certificate in Marine Sales and Services (Marine Retailing) (Level 2) [Ref: 0548]	<b>62</b> , 376, <b>4249</b>	Boating Industry Training Organisation
National Certificate in Marine Sales and Services (Boat Sales and Brokerage) (Level 4) [Ref: 0550]	<b>4249</b>	
National Certificate in Boatbuilding (Level 4) with strands in Marine Cabinetmaking, Composite Sparmaking, Alloy Boatbuilding, Marine Rigging, Marine Painting, Composite Boatbuilding, Steel Boatbuilding, Wooden Boatbuilding, Marine Systems Engineering, Metal Sparmaking, Composite Production Trailer Boats, and Alloy Production Trailer Boats [Ref: 0877]	<b>4249</b>	
National Certificate in Boatbuilding (Marine Electrical and Electronic Installation) (Level 3) [Ref: 0930]	<b>4249</b>	
National Certificate in Basic Residential Property Maintenance (Level 2) with and optional strand in Basic Project Work [Ref: 1450]	543	Building and Construction Industry Training Organisation
National Certificate in Concrete Core Skills (Level 2) [Ref: 1452]	<b>4249</b> , 7123, 12349	
National Certificate in Cleaning and Caretaking (Level 2) with strands in Commercial Cleaning, and Health Care Facilities [Ref: 0214]	57, 377	Building Service Contractors of New Zealand Incorporated
National Certificate in Window Cleaning [Ref: 0219]	57, 377	

National Certificate in Urban Pest Management with optional strands in Fumigation, Vertebrate Pests, Wood Borer, Shooting, Bird Control, Textile Pests, Bedbug Control, and Ant Control [Ref: 0256]	57	
National Certificate in Carpet and Textile Cleaning with optional strands in Carpet Colour Restoration, Restoring Water Damaged Carpet, and Establishing a Carpet Maintenance Schedule [Ref: 1107]	57	
National Certificate in Cleaning and Caretaking (Supervisor) [Ref: 1115]	377, 12349	
National Certificate in Community Support (Epilepsy Care) [Ref: 0791]	12349, 12355	Community Support Services ITO Limited
National Diploma in Community Support (Epilepsy Care) [Ref: 0792]	12349, 12355	
National Certificate in Refrigeration and Air Conditioning (Level 4) [Ref: 0130]	376	Competenz
National Certificate in Food and Related Products Processing (Level 2) [Ref: 0342]	57, <b>62, 4249</b>	
National Certificate in Locksmithing [Ref: 0452]	57, <b>4249</b>	
National Certificate in Maritime (Commercial Vessel Hospitality Crew Member) (Level 2) [Ref: 0524]	57, <b>62</b>	
National Certificate in Hand Operated Fire Fighting Equipment (Level 3) [Ref: 0568]	57	
National Certificate in Fire Detection and Alarm Systems (Level 4) [Ref: 0569]	57	
National Certificate in Fixed Fire Protection Systems (Level 4) [Ref: 0570]	57	
National Certificate in Baking (Level 2) [Ref: 0588]	<b>62</b>	
National Certificate in Baking (Level 3) [Ref: 0589]	<b>62</b>	
National Certificate in Baking (Plant Baking) (Level 4) with strands in Bread, Biscuit, Cake, and Pastry [Ref: 0591]	<b>62</b>	
National Certificate in Lifts and Escalators (Level 4) with strands in Installation, and Servicing [Ref: 0662]	57, <b>4249</b>	
National Certificate in Architectural Aluminium Joinery (Assembly and Glazing) (Level 3) with an optional strand in Cutting and Machining [Ref: 0766]	376, <b>11815, 11816, 11818</b>	
National Certificate in Fire Detection and Alarm Systems (Testing) (Level 3) [Ref: 0862]	57	
National Certificate in Fixed Fire Protection Systems (Level 3) with strands in Installation, and Testing [Ref: 0863]	57	
National Certificate in Fire Protection Systems Technology (Inspection and Testing) (Level 4) [Ref: 0864]	57	

National Certificate in Rail Operations (Locomotive Engineer) with strands in Network Freight Train, Network Passenger Train, and Network Multiple Unit/Railcar [Ref: 1109]	548, <b>4249</b> , 12355	
National Certificate in Maritime (Commercial Inshore Vessel Operations) with an optional strand in Business Operations [Ref: 1136]	<b>62</b>	
National Certificate in Baking (Instore/Franchise) (Level 4) [Ref: 1267]	<b>62</b>	
National Certificate in Manufacturing (Metal and Related Products) (Level 2) [Ref: 1386]	<b>4249</b>	
National Certificate in Mechanical Engineering (Level 5) with strands in Engineering Fabrication, Fire Protection, General and Maintenance Engineering, Mechanical Services, and Precision Engineering [Ref: 1545]	376	
National Certificate in Brick and Block Laying [Ref: 1356]	<b>62</b>	Creative Trades Industry Training Organisation
National Certificate in Electricity Supply (Vegetation Control) (Level 2) [Ref: 0857]	12349	Electricity Supply Industry Training Organisation
National Certificate in Electricity Supply (Level 2) with optional strands in Electrical, Electrical Fitter, and Line Mechanic [Ref: 1293]	<b>1978</b>	
National Certificate in Electricity Supply (Retail) (Level 3) [Ref: 1418]	376, <b>1978</b> , <b>11815</b>	
National Certificate in Telecommunications (Sales and Service) (Level 3) with strands in Sales, and Support [Ref: 0104]	57	ElectroTechnology Industry Training Organisation
National Certificate in Electrical Engineering (Level 2) [Ref: 0174]	<b>1978</b>	
National Certificate in Security (Level 2) [Ref: 0176]	548, 12355	
National Certificate in Electrical Engineering (Level 3) [Ref: 0223]	<b>1978</b>	
National Certificate in Security with strands in Court Security, Event Security, Mobile Patrol, Noise Control, Retail Security, Secure Transport, Site Security, and Community Security [Ref: 0227]	548, 12355	
National Certificate in Telecommunications (Level 2) [Ref: 0338]	57	
National Certificate in Security (Communications) (Level 3) [Ref: 0560]	4251, 7123	
National Certificate in Contact Centre Operations (Level 3) [Ref: 0643]	376, <b>11815</b> , 11816, <b>11818</b> , 12349, 12355	
National Certificate in Offender Management (Level 3) [Ref: 0678]	<b>62</b> , 12349, 12355	
National Certificate in Telecommunications (Level 3) with strands in Bearer and Switch, Building and Data Cabling, Customer Access Network, Customer Premises Equipment, Information and Communications Technology, Radio, and Rigging [Ref: 0767]	376	

National Certificate in Electronic Engineering (Level 2) [Ref: 1092]	57, <b>1978</b>	
National Certificate in Electronic Engineering (Level 3) [Ref: 1093]	57, <b>1978</b>	
National Certificate in Electrical Engineering (Electrician for Registration) (Level 4) [Ref: 1195]	<b>1978</b>	
National Certificate in Electrical Equipment (Level 2) [Ref: 1298]	57, 376, 12349	
National Certificate in Urban Search and Rescue - Operations (Level 3) with strands in Canine Search Specialist, Response Leader, Response Medic, Rope Operations, Technician, and Training [Ref: 1114]	12355	Fire and Rescue Services Industry Training Organisation
National Certificate in Furniture (Retail and Wholesale) (Level 2) with an optional strand in Buying and Selling [Ref: 0437]	<b>62</b>	Forest Industries Training and Education Council
National Certificate in Wood Manufacturing Foundation Skills (Level 2) with strands in Pulp and Paper Manufacturing, Solid Wood Manufacturing, Sliced Veneer Operations, Technical Awareness, Wood Handling and Distribution, Wood Panel Manufacturing, and Woo [Ref: 1305]	57, <b>11818</b>	
National Certificate in Furniture (Level 2) with strands in Introductory Furniture Finishing Skills, Introductory Furniture Making Skills, and Introductory Upholstery Skills [Ref: 1502]	<b>4249</b>	
National Certificate in Hospitality (Accommodation Services) (Level 2) with an optional strand in Motel Housekeeping [Ref: 0551]	377, <b>1978</b>	Hospitality Standards Institute
National Certificate in Hospitality (Introductory Cookery) (Level 2) [Ref: 0552]	377	
National Certificate in Hospitality (Basic Cookery) (Level 3) [Ref: 0553]	377	
National Certificate in Hospitality (Front Office) (Level 3) with an optional strand in Hotel Systems [Ref: 0557]	377, <b>1978</b>	
National Certificate in Hospitality (Porter Services) (Level 2) [Ref: 0558]	377, <b>1978</b>	
National Certificate in Hospitality (Operations Supervision) (Level 4) with strands in Food and Beverage Service, Gaming, Accommodation, and Front Office [Ref: 0882]	1979	
National Certificate in Hospitality (Small Business Management) (Level 4) [Ref: 1145]	12349	
National Certificate in Hospitality (Hotel Reservations) (Level 4) [Ref: 1273]	1979	
National Certificate in Hospitality (Food Services) (Level 3) [Ref: 1423]	377	
National Certificate in Rural Contracting (Introductory Skills) [Ref: 0228]	<b>4249</b>	InfraTrain New Zealand
National Certificate in Property Consultation and Valuation (Technician) (Level 5) [Ref: 0657]	376, <b>11815</b>	

National Certificate in Career Practice (Level 3) [Ref: 0427]	<b>4250</b>	Learning State (trading name of the Public Sector Training Organisation)
National Certificate in Career Practice (Level 4) [Ref: 0428]	<b>4250</b>	
National Certificate in Conservation (Trainee Ranger) (Level 3) [Ref: 0642]	57	
National Certificate in Public Sector Services (Client/Customer Services) (Level 3) [Ref: 0659]	57, <b>62</b> , 376, 377, 7121, <b>11815</b> , 11816, <b>11818</b> , 11827	
National Certificate in Public Sector Services (Client/Customer Services) (Level 4) [Ref: 0660]	376, 7121, <b>11815</b> , 11816, <b>11818</b> , 11827	
National Certificate in Administration of Revenue Law (Introduction) (Level 4) [Ref: 0950]	57, 376, 377, <b>11815</b> , 11816, <b>11818</b> , 11827	
National Certificate in Cadet Forces (Foundation Skills) (Level 2) [Ref: 1374]	<b>496</b> , 7121	
National Certificate in Compliance and Regulatory Control (Rates Officer) [Ref: 1237]	376, <b>11815</b> , 11816, 12349	Local Government Industry Training Organisation
National Certificate in Civil Defence (Response) (Level 2) [Ref: 1447]	12355	
National Certificate in Fellmongery Processing (Level 2) [Ref: 0687]	4248, <b>4249</b> , 7123, 12382	New Zealand Industry Training Organisation
National Certificate in Fellmongery Processing with strands in Slupe Wool Grading, Pickled Pelt Grading, and Pickled Pelt Processing [Ref: 0688]	4248, <b>4249</b> , 7123, 12382	
National Certificate in Meat Processing (Associated Processes) (Level 2) with strands in Offal Products; Casings and Calibrations; and Rendering [Ref: 0689]	4248, <b>4249</b> , 7123, 12382	
National Certificate in Meat Processing (Further Processing) (Level 2) with strands in Boning, Trimming, Saw Operations, Quartering, Packaging, and Dispatching [Ref: 0690]	4248, <b>4249</b> , 7123, 12382	
National Certificate in Meat Processing (Grading) with strands in Beef; Pig Meat; Sheep and Lamb; and Venison [Ref: 0691]	4248, <b>4249</b> , 7123, 12382	
National Certificate in Meat Processing (Preparation of Livestock) [Ref: 0693]	4248, <b>4249</b> , 7123, 12382	
National Certificate in Meat Processing (Slaughter and Dressing) with strands in Slaughter; Evisceration; and Opening and Clearing Skins [Ref: 0694]	4248, <b>4249</b> , 7123, 12382	
National Certificate in Meat Processing (Venison) [Ref: 0695]	4248, <b>4249</b> , 7123, 12382	
National Certificate in Meat Processing (Wool Estimation) [Ref: 0696]	4248, <b>4249</b> , 7123, 12382	
National Certificate in Hide Processing (Level 2) [Ref: 0717]	4248, <b>4249</b> , 7123, 12382	
National Certificate in Dairy Manufacturing (Sales and Service) (Level 3) [Ref: 0748]	376, 377, <b>11815</b> , 12349	

National Certificate in Meat Processing (Introductory) with an optional strand in Workplace Safety and Health [Ref: 0932]	<b>4249</b> , 12382	
National Certificate in Meat Processing (Smallgoods) (Level 1) [Ref: 0955]	<b>4249</b>	
National Certificate in Meat Processing (Smallgoods) (Level 2) with strands in Raw Processing; Cooked Processing; and Slicing, Packaging and Dispatching; and with optional strands in Workplace Safety and Health; and Workplace Communications [Ref: 0956]	4248, <b>4249</b> , 7123	
National Certificate in Dairy Manufacturing (Field Service) with an optional strand in Agribusiness Management [Ref: 1275]	376	
National Certificate in Meat Processing (Halal) with an optional strand in Halal Audit [Ref: 1516]	4248	
National Certificate in Amenity Turf Maintenance (Level 3) [Ref: 1078]	<b>4249</b>	New Zealand Sports Turf Industry Training Organisation
National Certificate in Equine (Introductory Skills) (Level 2) [Ref: 0215]	<b>496</b> , 548, <b>1978</b> , <b>4249</b> , 7123, 12349, 12355, <b>12383</b>	NZ Equine Industry Training Organisation
National Certificate in Equine (Level 4) with strands in Breeding, Harness Racing, Sporthorse, and Thoroughbred Racing [Ref: 0216]	548, <b>4261</b> , 12355	
National Certificate in Equine (Racecourse Maintenance) (Level 3) [Ref: 0367]	12349, 12355	
National Certificate in Equine (Racecourse Management) (Level 4) [Ref: 0653]	1979, 1980	
National Certificate in Equine (Stable Practice) (Level 3) with strands in Harness Racing, Sporthorse, Thoroughbred Racing, and Track Riding [Ref: 0654]	548, <b>4261</b> , 12355	
National Certificate in Equine (Thoroughbred Breeding) (Level 4) [Ref: 1070]	12355	
National Certificate in Greyhound Care and Training (Kennel Hand) (Level 3) [Ref: 1477]	548, 12355	
National Certificate in Equine (Breeding) (Level 3) [Ref: 1542]	12355	
National Certificate in Hot Dip Galvanizing (Operations) (Level 3) [Ref: 1175]	57	NZ Extractive Industries Training Organisation
National Certificate in Solid Waste Disposal (Landfill Entry Control) (Level 3) [Ref: 1399]	57	
National Certificate in Extractive Industries (Weighbridge Operations) (Level 3) [Ref: 1529]	57, 376, <b>11815</b> , 11816, <b>11818</b>	
National Certificate in Motor Industry (Foundation Skills) (Level 1) [Ref: 1222]	7123, 12349	NZ Motor Industry Training Organisation (Incorporated)
National Certificate in Motor Industry (Entry Skills) (Level 2) with strands in Automotive Electrical and Mechanical, and Collision Repair [Ref: 1252]	57, 7123	

National Certificate in Industrial Textile Fabrication (Level 3) with strands in Canvas Fabrication; Sailmaking; and Vehicle Trimming and Upholstery [Ref: 1340]	376, <b>4249</b> , 7123	
National Certificate in Motor Industry (Sales and Service) with strands in Automotive Parts and Accessories, Automotive Service Reception, Service Station, and Vehicle Sales [Ref: 1380]	57, 376, 7123, 12349	
National Certificate in Motor Industry (Automotive Body) with strands in Coachbuilding, Collision Repair, Dismantling and Recycling, Refinishing, and Vehicle Detailing [Ref: 1413]	7123	
National Certificate in Motor Industry (Automotive Specialist Engineering) (Level 3) with strands in Automotive Heating, Ventilation, and Air Conditioning; Automotive Machining; Diesel Fuel Injection; and Motorsport [Ref: 1415]	7123	
National Certificate in Motor Industry (Vehicle Servicing) with strands in Brake and Clutch, Exhaust Systems, Radiator Repair, Steering and Suspension, Tyres, Underbody and General Service, and Vehicle Security, and with an optional strand in Heavy Vehicle [Ref: 1420]	7123	
National Certificate in Motor Industry (Automotive Electrical and Mechanical Engineering) (Level 3) with strands in Electrical and Electronics, Light Vehicle, Motorcycle, Outdoor Power Equipment, and Trailer Boat Systems [Ref: 1421]	7123	
National Certificate in Motor Industry (Automotive Heavy Engineering) (Level 3) with strands in Agricultural Equipment, Materials Handling Equipment, Plant and Equipment, and Road Transport [Ref: 1445]	7123	
National Certificate in Marae Catering (Level 2) [Ref: 1165]	377	NZQA Māori Qualifications Services
National Certificate in Plastics Processing Technology (Technical) (Level 1) with strands in Injection Moulding, Extrusion, Blow Moulding, Thermoforming, Blown Film Extrusion, Film Conversion, Injection Stretch-Blow Moulding, and Rotational Moulding [Ref: 0260]	<b>1978</b> , 4248, 12349	Plastics and Materials Processing Industry Training Organisation Incorporated
National Certificate in Pharmaceutical and Allied Products Manufacturing (Level 1) [Ref: 1233]	<b>1978</b> , <b>4249</b>	
National Certificate in Pharmaceutical and Allied Products Manufacturing (Level 2) [Ref: 1234]	7123, 12349	
National Certificate in Engineering and Technology (Pharmaceutical and Allied Products) (Level 2) [Ref: 1235]	7123	



National Certificate in Plastics Processing Technology (Production) (Level 1) with strands in General, Injection Moulding, Extrusion, Blow Moulding, Thermoforming, Blown Film Extrusion, Film Conversion, Injection Stretch-Blow Moulding, Rotational Moulding, Film Slitting and, Expanded Polystyrene Moulding [Ref: 1361]	<b>1978, 4249</b>	
National Certificate in Engineering and Technology (Plastics Engineering) (Level 4) with strands in Injection Moulding, Extrusion, Blow Moulding, Pressure Thermoforming, Vacuum Thermoforming, Blown Film Extrusion, Film Conversion, Injection Stretch-Blow Moulding and Rotational Moulding [Ref: 1407]	<b>1978, 4248, 4249, 12349</b>	
National Certificate in Drainlaying [Ref: 0077]	57, <b>4249</b>	Plumbing, Gasfitting and Drainlaying ITO Ltd
National Certificate in Gasfitting [Ref: 0201]	57, <b>4249</b>	
National Certificate in Plumbing [Ref: 0202]	57, <b>4249</b>	
National Certificate in Roofing (Installer) with strands in Concrete Roof Tiles, Roof Membrane, Liquid Roof Membrane, Torch on Roof Membrane, and Roof Shingle, and with an optional strand in Foreperson [Ref: 0375]	<b>4249</b>	
National Certificate in Plumbing, Gasfitting and Drainlaying (Introduction) (Level 2) [Ref: 1488]	57, <b>4249</b>	
National Certificate in Distribution (Level 2) [Ref: 0990]	<b>62</b>	Retail Institute
National Certificate in Distribution (Level 3) [Ref: 0991]	57, 7123, 12349	
National Certificate in Retail (Level 2) [Ref: 0993]	57, <b>62</b> , 376	
National Certificate in Retail (Level 3) with optional strands in Bicycle Sales and Servicing; Garden Retail; Visual Merchandising; Delicatessen; and Produce [Ref: 0994]	<b>11818</b>	
National Certificate in Retail (Loss Prevention) (Level 2) [Ref: 1511]	7123, 12355	
National Certificate in Meat Retailing (Meat Packing) [Ref: 0564]	<b>62</b>	Retail Meat Industry Training Organisation Inc
National Certificate in Meat Retailing (Proficient) with optional strands in Boning; Curing, Smoking and Smallgoods; and Retailing [Ref: 0900]	<b>62</b>	
National Certificate in Snowsport with strands in Aerial Lift Operation, Road and Carpark Services, and Surface Lift Operation [Ref: 0439]	57, <b>62</b> , 376,	Skills Active Aotearoa Limited
National Certificate in Snowsport Equipment [Ref: 0440]	57, <b>62</b> , 376	
National Certificate in Snowsport (Patrol) (Level 4) [Ref: 0443]	376	

National Certificate in Sport (Umpiring-Officiating) (Level 3) [Ref: 0445]	377, 12349	
National Certificate in Sport (Level 3) with strands in Event Management, Sport Administration, and Team Management [Ref: 0446]	376, 377, 12349	
National Certificate in Snowsport (Level 3) with strands in Patrol, and Courtesy Patrol [Ref: 0492]	57	
National Certificate in Sport (Level 2) [Ref: 0493]	12349	
National Certificate in Snowsport (Ticketing and Guest Services) [Ref: 0859]	376, <b>11815</b> , <b>11818</b>	
National Certificate in Community Recreation (Aquatics) (Level 3) [Ref: 0937]	57, <b>62</b> , 376	
National Certificate in Outdoor Recreation (Level 4) [Ref: 1190]	<b>11818</b>	
National Certificate in Snowsport (Advanced Lift Operation) [Ref: 1217]	376	
National Certificate in Fitness (Foundation Skills) (Level 2) [Ref: 1239]	57, <b>62</b> , 376, <b>11818</b>	
National Diploma in Fitness (Applied) (Level 5) [Ref: 1240]	57, 376, <b>11818</b>	
National Certificate in Community Recreation (Level 3) [Ref: 1289]	57, <b>62</b> , 376	
National Certificate in Fitness (Group Fitness Instruction) (Level 3) [Ref: 1319]	57, <b>11818</b>	
National Certificate in Parks and Recreation (Park Ranger) (Level 3) [Ref: 1475]	57, 376, 12349	
National Certificate in Commercial Road Transport (Introductory Skills) [Ref: 0189]	<b>62</b> , <b>496</b> , 543, 548, 4253, <b>4261</b> , 12349	Tranzqual ITO
National Certificate in Passenger Service (Large Passenger Vehicle) with strands in School Bus, Urban and Local Route, and Long Distance [Ref: 0190]	<b>62</b> , 548, <b>4249</b> , 12349	
National Certificate in Driving (Light Motor Vehicle) [Ref: 0796]	4260, <b>4261</b>	
National Certificate in Stevedoring and Ports Industry (Log Handling and Ship Loading) (Level 3) [Ref: 0934]	12355	
National Certificate in Commercial Road Transport (Taxi Operations) [Ref: 0970]	376, <b>11815</b>	
National Certificate in Commercial Road Transport (Ground Spreading) [Ref: 1018]	<b>62</b> , 548	
National Certificate in Commercial Road Transport (Courier Driver) with strands in Urgent Operations, and Non-urgent Operations [Ref: 1084]	12349	
National Certificate in Transportation of Waste and Recoverable Resources (Liquid and Hazardous Waste) [Ref: 1226]	<b>62</b>	
National Certificate in Goods Service (Core Skills) with optional strands in Dangerous Goods, and Forklifts [Ref: 1227]	<b>62</b>	
National Certificate in Freight Forwarding (Freight Administration) [Ref: 1243]	376	

National Certificate in Freight Forwarding (International Freight Forwarding) [Ref: 1244]	376, <b>11815</b> , 11816	
National Certificate in Stevedoring and Ports Industry (Cargo Handling) (Level 2) [Ref: 1451]	57, <b>4249</b>	
National Certificate in Relocation Operations (Level 2) with strands in Domestic Relocation Operations, and International Relocation Operations [Ref: 1505]	376	