

Field Humanities

Review of *Communication Skills* unit standards

| Subfield | Domain | ID |
|----------------------|------------------------------|--------------------------------|
| Communication Skills | Interpersonal Communications | 9691, 11096, 11099 |
| | Writing | 9689, 9701, 9703, 12336, 19629 |

NZQA National Qualifications Services has completed the review of the unit standards listed above.

Date new versions published

May 2010

Planned review date

December 2015

Summary

The review was carried out as part of NZQA National Qualifications Services planned review programme.

The review asked assessors, moderators, and representatives from accredited providers which had reported achievement of the standards to consider:

- the currency and accessibility of the unit standards
- the accuracy, consistency and appropriateness of their content
- whether levels and credits were commensurate with performance outcomes and training needs.

When the recommended changes had been made the standards were sent out for consultation and endorsement to accredited providers who had reported achievement against the standards.

Main changes

- Elements, performance criteria, and ranges were amended to more accurately reflect intent.
- Titles of standards 9689, 9701, 9703, and 12336 were amended to more accurately reflect intent.
- The single element in standard 12336 was split into two elements.

Impact on existing accreditations

None.

Impact on Accreditation and Moderation Action Plan (AMAP)

None.

Impact on registered qualifications

| Key to type of impact | |
|--------------------------------|--|
| 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 table identifies qualifications developed by other SSBs that are impacted by the outcome of this review. The SSBs have been advised that the qualifications require revision.

| Qualification Title and Reference | Classification or ID | SSB Name |
|---|----------------------|--|
| National Certificate in Engineering - Fabrication (Level 5) with strands in Heavy Fabrication, Light Fabrication, and Welding [Ref: 0681] | 9689 | Competenz |
| National Certificate in Electricity Supply (Metering Technician) (Level 4) with optional strands in Low Voltage Time of Use, and High Voltage Time of Use [Ref: 1314] | 9703 | Electricity Supply Industry Training Organisation |
| National Certificate in Workplace Emergency Risk Management (Building Fire and Emergency Co-ordinator) (Level 4) [Ref: 0735] | 9701 | Fire and Rescue Services Industry Training Organisation |
| National Certificate in Engineering and Technology (for the Design and Construction Sector) (Level 4) [Ref:0672] | 9701 | InfraTrain New Zealand |
| National Certificate in Design (Advanced Kitchen Design) (Level 4) [Ref:1381] | 9701 | Joinery Industry Training Organisation |
| National Certificate in Public Sector Services (Client/Customer Services) (Level 3) [Ref:0659] | 9701, 12336 | Learning State (trading name of the Public Sector Training Organisation) |
| National Certificate in Public Sector Services (Client/Customer Services) (Level 4) [Ref:0660] | | |
| National Certificate in Administration of Revenue Law (Introduction) (Level 4) [Ref:0950] | | |
| National Certificate in Intelligence Analysis [Ref:0999] | | |
| National Certificate in Hot Dip Galvanizing (Supervision) (Level 4) [Ref:1176] | 9703 | NZ Extractive Industries Training Organisation |
| National Certificate in Community Recreation (Community Art Work) (Level 4) [Ref:0450] | 9701 | Skills Active Aotearoa Limited |
| National Certificate in Community Recreation (Programme and Event Management) (Level 4) [Ref:0939] | | |

| 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 |

Humanities > Communication Skills > Interpersonal Communications

| ID | Title | Level | Credit | Review Category |
|-----------|--|--------------|---------------|------------------------|
| 9691 | Demonstrate knowledge of group processes | 5 | 5 | B |
| 11096 | Analyse feedback contexts and apply constructive feedback techniques | 5 | 3 | B |
| 11099 | Develop strategies for communicating in a culturally diverse workplace | 4 | 4 | B |

Humanities > Communication Skills > Writing

| ID | Title | Level | Credit | Review Category |
|-----------|--|--------------|---------------|------------------------|
| 9689 | Produce an original policy and/or procedure manual for a business or technical process Produce an original policy or manual for a business | 6 | 4 | B |
| 9701 | Write proposals Write a proposal | 4 | 3 | B |
| 9703 | Write job procedures Write a job procedure | 5 | 3 | B |
| 12336 | Write a manual or technical text Write a user guide or technical text | 4 | 4 | B |
| 19629 | Present a reasoned argument in a report | 4 | 4 | B |