

FIELD BUSINESS**Review of *Public Sector Services* qualification****National Certificate in Public Sector Services (Field/Community Advisors)
[Ref: 1106]**

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

Date new version published **July 2011**

The next qualification review is planned to take place during December 2013.

Summary of review and consultation process

This qualification was reviewed to ensure it continued to be fit for purpose.

Managers within public sector agencies, learners, workplace assessors, and regional community advisors were involved in the review process. This took place between February and September 2010.

Consultation included individual and group meetings with the above stakeholders. They confirmed the need for changes to the qualification to ensure relevance for people working in community advisor roles. This included adding to the Compulsory section skills and knowledge relating to building and maintaining networks and relationships with internal and external stakeholders, presenting information orally to stakeholders, and using effective business writing skills in a business organisation.

Consultation also confirmed the need to remove standard 20478 as this was not relevant to all community advisors and was, in some cases, considered a barrier to community advisors enrolling into programmes.

Main changes resulting from the review

The title of the qualification was changed to reflect the most current use of the term 'community advisor' as opposed to 'field advisor'. The content and structure of the qualification were changed in line with feedback provided by the sector, including replacement, removal, and addition of standards as well as changes to the Elective section to allow community advisors to select the most appropriate complementary skills for their position.

National Certificate in Public Sector Services (Field/Community Advisors) [Ref: 1106]
National Certificate in Public Sector Services (Community Advisor) (Level 5)
[Ref: 1106]

Review category	B	See Key to Qualification Review Categories at the end of report
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Changes to structure and content

- Title was changed to include the level and a slight amendment to the descriptor.
- Standards 3491, 17558, 19907, and 20478 were removed from the Compulsory section.
- Standards 9692, 16612, and 26684 were added to the Compulsory section.
- The requirements of the Electives section were changed.
- The content of the Electives section was changed as follows:
 - Elective Set 1: standards 2895, 2896, 7454, 11648, and 11650 were removed; standard 21335, and standard 21336 from the Compulsory section of version 2 of the qualification, were added; the *Public Sector Māori*, and *Public Sector Service Delivery* domains were moved to Elective Set 2; and the *Community Work*, *Delivery of Adult Education and Training*, *Design and Development of Adult Education and Training*, *Evaluation in Adult Education and Training*, *Management of Adult Education and Training*, *Assessment of Learning*, and *Interpersonal Communications* domains were removed. Credits from the domains that were removed from the qualification can be used to meet the requirements of the Balance set.
 - Elective Set 2: the *Public Sector Core Skills* domain was added; and the *Public Sector Māori* and *Public Sector Service Delivery* domains from Elective 1 were added.
 - A Balance set was added which allows candidates to select standards from anywhere on the Directory of Assessment Standards.

Transition

Candidates enrolled on programmes or courses leading to the award of version 3 may either complete the requirements for that version, before 31 December 2012, or transfer to version 4.

All new candidates will be enrolled on programmes or courses leading to the award of version 4 of the qualification.

This qualification contains standards that replace earlier standards. For the purposes of this qualification people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
9674, 9675, 9676	21335, 21336
17497	21335
17498	21336

It is not intended that anyone be disadvantaged by these transition arrangements. However, any learners that feel have been disadvantaged should contact Learning State Limited at the following address:

Learning State Limited
PO Box 25293
Wellington 6146

Telephone 04 495 1410
Email qualifications@learningstate.govt.nz
Website www.learningstate.govt.nz

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