

**Field      Humanities****Review and rollover of *Communication Skills* unit standards**

This report is in two parts. The first deals with the rollover of unit standards 21335 and 21336, and the second deals with the **Review** of other standards in the *Interpersonal Communications* and *Writing* domains.

**Rollover of *Interpersonal Communications* unit standards**

Subfield	Domain	ID
Communication Skills	Interpersonal Communications	21335, 21336

NZQA National Qualifications Services has rolled over the unit standards listed above to maintain their currency until their review is completed in 2012. It is intended to develop new leadership standards in the *People Development and Coordination* domain.

**Date new versions published** **November 2011**

**Planned review date** **December 2013**

**Review of *Communication Skills* unit standards**

Subfield	Domain	ID
Communication Skills	Interpersonal Communications	1296, 1297, 1307, 1311, 1312, 9677, 9678, 9679, 9681, 9692, 9694, 9695, 9696, 9704, 9705, 11097, 11098, 11101
	Writing	1279, 9685, 16612

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

**Date new versions published** **November 2011**

**Planned review date** **December 2016**

**Summary**

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

A review panel of assessors, moderators, and representatives from Institutes of Technology and Polytechnics (ITPs), Private Training Enterprises (PTEs), and Government Training Enterprises (GTEs) encompassing both education and workplace training was asked to consider:

- the currency and accessibility of the unit standards
- the accuracy, consistency, and relevance of the content of the unit standards
- the consistency between the levels and credit values of the unit standards and their outcomes.

This panel produced updated versions of the unit standards which were made available on the NZQA website for wider consultation. In particular, providers with consent to assess against the unit standards were invited to comment on these versions.

### Main changes

- Credit value of unit standard 11101 has increased from 4 to 5.
- Titles, purpose statements, explanatory notes, outcomes, evidence requirements and range statements have, where applicable, been reworded to clarify and simplify.

### Impact on registered qualifications

Key to type of impact	
<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 NZQA National Qualifications Services qualifications are impacted by the outcomes of this review and will be updated when they are reviewed in 2013 and 2014. The standards that generated the status *Affected* are listed in **bold**.

Ref	Qualification Title	ID
0369	National Certificate in Quality Management	9696
0743	National Certificate Business (First Line Management) (Level 3)	11097
0982	National Certificate in Pacific Islands Early Childhood Education (Pasifika Management) (Level 6)	16612
1261	National Certificate in Employment Relations (Union Representation) (Level 2)	9677
1431	National Certificate in Business (Level 3)	1307, 11097
1500	National Certificate in Project Management (Level 4)	<b>11101</b>
1669	National Certificate in Science (Level 4)	<b>11101</b>

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. The standards that generated the status *Affected* are listed in **bold**.

Ref	Qualification Title	ID	SSB Name
0879	National Certificate in Wastewater Treatment (Level 4)	9681	Agriculture Industry Training Organisation
0998	National Certificate in Wool Classing with strands in Shed Classer, and Store Classer	9677	
1012	National Diploma in Drinking-Water (Level 5) with strands in Drinking-Water Assessment, and Water Treatment	11098	
1177	National Certificate in Poultry Husbandry (Level 3) with strands in Egg Production, Poultry Hatchery, and Poultry Meat Production	1296, 1307, 11097	

1224	National Certificate in Pest Monitoring (Possum Monitoring - Field Operative) (Level 3)	1296	
1225	National Certificate in Pest Monitoring (Possum Monitoring - Designer) (Level 3)	1296, 11097	
1546	National Certificate in Wool Harvesting (Entry) (Level 2) with strands in Learner Shearer, and Learner Wool Handler	9677	
0147	National Certificate in Leather Garment Manufacture (Level 3) with specialist strands in Material Selection and Cutting, Sewing and Garment Assembly, and Garment Finishing and Inspection	9677	Apparel and Textile Industry Training Organisation
0224	National Certificate in Footwear (Level 2)	9677	
0225	National Certificate in Footwear (Level 3) with strands in Clicking, Closing, Bottom Stock, and Making and Lasting	9677, 11097	
0226	National Certificate in Footwear (Level 4) with strands in Pattern Cutting, Clicking, Closing, Bottom Stock, and Making and Lasting	11097	
0113	National Certificate in Travel (Level 4)	9692	Aviation, Tourism and Travel Training Organisation
0311	National Certificate in Tourism (Visitor Information) with an optional strand in i-SITE Visitor Centre Information	11098	
0377	National Certificate in Casino Gaming (Level 4) with strands in Table Gaming, and Gaming Machines	9696	
0405	National Certificate in Casino Security (Supervisor) (Level 4)	11098	
0406	National Certificate in Casino Surveillance (Level 4)	9677, <b>11101</b>	
0490	National Certificate in Casino Cashiering (Level 3)	9677, 11097	
1495	National Certificate in Aviation (Core Skills) (Level 3)	11097	
1553	National Certificate in Tourism Conventions and Incentives (Level 4)	<b>11101</b>	
1595	National Certificate in Tourism (Business Practice) (Level 4) with an optional strand in Operational Management	9696, 16612	
1661	National Certificate in Construction Trades (Supervisor) (Level 4) with an optional strand in Business Management	9679	Building and Construction Industry Training Organisation
0256	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	1307, 11097	Building Service Contractors of New Zealand Incorporated
1115	National Certificate in Cleaning and Caretaking (Supervisor)	1307, 11097	

0265	National Diploma in Guide Dog Training (Instructor)	1307, 9692	Community Services Support ITO (Careerforce)
0929	National Diploma in Human Services (Level 5)	9692, 11098	
1327	National Certificate in Community Support Services (Core Competencies) (Level 3)	9681, 11097	
1675	National Certificate in Health, Disability, and Aged Support (Senior Support) (Level 4)	<b>11101</b>	
1676	National Certificate in Health, Disability, and Aged Support (Team Management) (Level 5)	9692, 11098	
1677	National Certificate in Health, Disability, and Aged Support (Health Assistants) (Level 3) with strands in Dietitian Assistance, Dental Assistance, Healthcare Assistance, and Rehabilitation Assistance	11097	
1679	National Certificate in Health, Disability, and Aged Support (Orderlies) (Level 3)	6981	
0343	National Certificate in Food and Related Products Processing (Level 3)	<b>11101</b>	Competenz
0344	National Certificate in Food and Related Products Processing (Level 4)	1307, 9696	
0568	National Certificate in Hand Operated Fire Fighting Equipment (Level 3)	9677	
0569	National Certificate in Fire Detection and Alarm Systems (Level 4)	9677	
0570	National Certificate in Fixed Fire Protection Systems (Level 4)	9677	
0662	National Certificate in Lifts and Escalators (Level 4) with strands in Installation, and Servicing	9681	
0862	National Certificate in Fire Detection and Alarm Systems (Testing) (Level 3)	9677	
0863	National Certificate in Fixed Fire Protection Systems (Level 3) with strands in Installation, and Testing	9677	
0864	National Certificate in Fire Protection Systems Technology (Inspection and Testing) (Level 4)	9677	
1136	National Certificate in Maritime (Commercial Inshore Vessel Operations) with an optional strand in Business Operations	9677	
1262	National Certificate in Mechanical Engineering (Level 4) with strands in Fitting and Machining, General Engineering, Machining, Maintenance Engineering, Toolmaking, and Electricity Supply	9677	
1386	National Certificate in Manufacturing (Metal and Related Products) (Level 2)	9677	
1387	National Certificate in Manufacturing (Metal and Related Products) (Level 3)	1307, 9677	

1388	National Certificate in Manufacturing (Metal and Related Products) (Level 4)	1307, 9679, 9696, <b>11101</b>	
1581	National Certificate in Manufacturing (Core Skills) (Level 2)	9677	
1293	National Certificate in Electricity Supply (Level 2) with optional strands in Electrical, Electrical Fitter, and Line Mechanic	9677	Electricity Supply Industry Training Organisation
1418	National Certificate in Electricity Supply (Retail) (Level 3)	1307, 9681, 11097	
1624	National Certificate in Electricity Supply (Distribution Faultman) (Level 4) with strands in Line Mechanic, and Electrician	11097	
0643	National Certificate in Contact Centre Operations (Level 3)	9681, 11097	
0678	National Certificate in Offender Management (Level 3)	1296, 9681	ElectroTechnology Industry Training Organisation
0679	National Certificate in Offender Management (Level 4)	9681, 9696, <b>11101</b>	
0739	National Certificate in Contact Centres with strands in Senior Customer Service Representative, and Management (Team Leader)	9696, 11097, <b>11101</b> , 16612	
0975	National Certificate in Offender Management (Level 5)	9692, 16612	
1392	National Certificate in Financial Services (Level 4)	9679, 9681	
1469	National Certificate in Electrical Equipment (Level 3)	11097	
1479	National Certificate in Security (Level 4) with strands in Senior Security Officer, and Team Leader	9696	
0735	National Certificate in Workplace Emergency Risk Management (Building Fire and Emergency Co-ordinator) (Level 4)	9679	Fire and Rescue Services Industry Training Organisation
0910	National Certificate in Community and Workplace Fire and Emergency Management (Level 2)	9677	
0911	National Certificate in Workplace Fire and Emergency Response (Level 3)	9677	
0712	National Certificate in Materials Management (Level 3)	11097	Forest Industries Training and Education Council (FITEC)
0908	National Certificate in Forest Produce Inspection	1307	
0952	National Certificate in Biosecurity (Border Quarantine) with strands in International Cargo Clearance, International Vessel Clearance, International Aircraft Clearance, and International Mail Clearance	11098	
1532	National Diploma in Forestry (Operations Management)	9692	

1330	National Diploma in Funeral Directing	11097	Funeral Service Training Trust of New Zealand
0552	National Certificate in Hospitality (Introductory Cookery) (Level 2)	9677	Hospitality Standards Institute
0553	National Certificate in Hospitality (Basic Cookery) (Level 3)	9677	
0882	National Certificate in Hospitality (Operations Supervision) (Level 4) with strands in Food and Beverage Service, Gaming, Accommodation, and Front Office	9681	
1257	National Certificate in Hospitality (Entry Skills)	9677	
1273	National Certificate in Hospitality (Hotel Reservations) (Level 4)	9696	
1339	National Certificate in Hospitality (Functions Coordination) (Level 4)	9681	
1423	National Certificate in Hospitality (Food Services) (Level 3)	9677	
0432	National Certificate in Surveying (Assistant) (Level 3)	9677	InfraTrain New Zealand
0592	National Diploma in Engineering (Process and Materials Engineering) (Level 6)	9692	
0640	National Certificate in Design (Draughting) (Level 2)	9677	
0672	National Certificate in Engineering and Technology (for the Design and Construction Sector) (Level 4)	1307, 9692, 9696, 11097	
1658	National Certificate in Infrastructure Works Supervision with optional strands in Asphalt Surfacing, Chipseal Surfacing, Civil Works and Utilities, Road Works, Water, and Wastewater	9695, 9696	
0766	National Certificate in Architectural Aluminium Joinery (Assembly and Glazing) (Level 3) with an optional strand in Cutting and Machining	1307, 9681, 9696, <b>11101</b>	Joinery Industry Training Organisation
1103	National Certificate in Glass Processing	9677	
1249	National Certificate in Automotive Reglazing (Level 3)	9677	
1484	National Certificate in Joinery with strands in Kitchen Manufacturing, and Kitchen Installation	9677	
1687	National Certificate in Architectural Aluminium Joinery with strands in Quotation, and Special Aluminium Joinery	9696, <b>11101</b>	
1688	National Certificate in Architectural Aluminium Joinery (Installation) (Level 4)	<b>11101</b>	
0328	National Certificate in Civil Defence Management	9692	Learning State Limited

0464	National Certificate in Compliance and Regulatory Control (Parking Enforcement) (Level 3)	1296, 1307, 11097, <b>11101</b>
0529	National Certificate in Compliance and Regulatory Control (Pest Plant Control) (Level 4)	1307
0530	National Certificate in Compliance and Regulatory Control (Vertebrate Pest Management) (Level 2)	1307, <b>11101</b>
0531	National Certificate in Compliance and Regulatory Control (Vertebrate Pest Management) (Level 4)	1307, 9692
0532	National Certificate in Compliance and Regulatory Control (Animal Control) (Level 2)	1296, 9677
0660	National Certificate in Public Sector Services (Client/Customer Services) (Level 4)	1296, 1307, 9679, 9681, 9695, 9696, 11097, <b>11101</b>
0959	National Certificate in Compliance and Regulatory Control (Local Government Committee Management)	9679, 9692, 11097
0968	National Certificate in Mediation (Interpersonal Communications) (Level 4)	11097
0999	National Certificate in Intelligence Analysis (Level 4)	9692
1106	National Certificate in Public Sector Services (Community Advisor) (Level 5)	9692, 16612
1170	National Certificate in Public Sector Compliance Management (Road Transport) (Level 4)	9692, 9696
1237	National Certificate in Compliance and Regulatory Control (Rates Officer)	11097
1238	National Certificate in Compliance and Regulatory Control (Rates Management)	9692
1374	National Certificate in Cadet Forces (Foundation Skills) (Level 2)	1307
1486	National Diploma in Building Control Surveying (Small Buildings)	1296
1487	National Diploma in Building Control Surveying (Medium and Large Buildings)	1296
1586	National Certificate in Career Practice (Level 4)	9692, 11097, <b>11101</b>
1587	National Certificate in Career Practice (Level 5)	9692, 11098
1664	National Certificate in Public Sector Compliance (Foundation) (Level 3)	16612
1665	National Certificate in Public Sector Compliance Operations (Level 4) with an optional strand in Investigations	9692, 9695

1666	National Diploma in Public Sector Compliance Investigations (Level 5) with optional strands in Prosecutions, and Civil Appeal Proceedings	9692	
0533	National Certificate in Compliance and Regulatory Control (Animal Control) (Level 4) with an optional strand in Animal Shelter	1307, 9692	Local Government Industry Training Organisation
0653	National Certificate in Equine (Racecourse Management) (Level 4)	1307	NZ Equine Industry Training Organisation
1477	National Certificate in Greyhound Care and Training (Kennel Hand) (Level 3)	1296	
1603	National Certificate in Equine (Preliminary Coaching) (Level 3)	11097	
1604	National Certificate in Equine (Coaching) (Level 4) with strands in Dressage, Showjumping, and Eventing	11097	
1663	National Certificate in Racing Operations (Level 3) with strands in Raceday Control, and TAB Retail	9696, 11097, <b>11101</b>	
1176	National Certificate in Hot Dip Galvanizing (Supervision) (Level 4)	9696	NZ Extractive Industries Training Organisation
1672	National Diploma in Resource Efficiency (Level 5)	9692	
1673	National Certificate in Resource Efficiency (Management) (Level 6)	9692	
0646	National Certificate in Hairdressing (Management) (Level 5) with strands in Assessment of Hairdressing, Tutoring in Hairdressing, and Salon Management	11097, 11098	NZ Hairdressing Industry Training Organisation Inc
0687	National Certificate in Fellmongery Processing (Level 2)	9677	New Zealand Industry Training Organisation
0688	National Certificate in Fellmongery Processing with strands in Slipe Wool Grading, Pickled Pelt Grading, and Pickled Pelt Processing	9677	
0692	National Certificate in Meat Processing (Level 4) with strands in Supervisory Management, and Risk Management	9696, 11097, 11098	
0748	National Certificate in Dairy Manufacturing (Sales and Service) (Level 3)	1307, 9681, 9695, 9696, <b>11101</b>	
1699	National Certificate in Meat Processing (Further Processing) (Level 2) with strands in Trimming, Saw Operations, Quartering, Packaging, and Dispatching	9677	
0121	National Certificate in Composites (Level 4)	1296, 1307, 9681, 11097	NZ Marine Industry Training Organisation
1157	National Certificate in Composites (Level 3)	9677	



0934	National Certificate in Stevedoring and Ports Industry (Log Handling and Ship Loading) (Level 3)	9677	NZ Motor Industry Training Organisation (Incorporated)
1010	National Certificate in Stevedoring and Ports Industry (Cargo Handling) (Level 3)	1296	
1011	National Certificate in Stevedoring and Ports Industry (Cargo Operations) with strands in Cargo Supervision, and Cargo Planning	1296	
1209	National Certificate in Road Transport Management (Operations) (Level 4)	9696	
1341	National Certificate in Industrial Textile Fabrication (Level 4) with strands in Canvas Fabrication; Sailmaking; and Vehicle Trimming and Upholstery	9696, <b>11101</b>	
1380	National Certificate in Motor Industry (Sales and Service) with strands in Automotive Parts and Accessories, Automotive Service Reception, Service Station, and Vehicle Sales	9677, 11097	
1608	National Certificate in Commercial Road Transport (Goods Service Senior Driver)	1307	
1685	National Certificate in Freight Forwarding (Advanced) (Level 4)	9696, <b>11101</b>	
0203	National Certificate in Sports Turf Management (Level 4)	1307	New Zealand Sports Turf Industry Training Organisation
1078	National Certificate in Amenity Turf Maintenance (Level 3)	1307	
1234	National Certificate in Pharmaceutical and Allied Products Manufacturing (Level 2)	9677	Plastics and Materials Processing Industry Training Organisation Incorporated
1362	National Certificate in Plastics Processing Technology (Production) (Level 2) with strands in General, Injection Moulding, Extrusion, Blow Moulding, Pressure Thermoforming, Vacuum Thermoforming, Blown Film Extrusion, Film Conversion, Injection Stretch-Blow Moulding, Rotational Moulding, Expanded Polystyrene Moulding, and Polystyrene Pre-expansion	9677	
1363	National Certificate in Plastics Processing Technology (Production) (Level 3) with strands in General, and Expanded Polystyrene Moulding	1296	
1364	National Certificate in Paint Manufacturing (Level 2)	9677	
1407	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	9677	

1488	National Certificate in Plumbing, Gasfitting and Drainlaying (Introduction) (Level 2)	9677	Plumbing, Gasfitting and Drainlaying ITO Ltd
0991	National Certificate in Distribution (Level 3)	11097	Retail Institute
0995	National Certificate in Retail (Level 4)	9696, 11098, <b>11101</b>	
1650	National Certificate in Sales (Level 4)	16612	
1689	National Certificate in Retail (Level 3)	11097	
0440	National Certificate in Snowsport Equipment	9681, 11097	Skills Active Aotearoa Limited
0443	National Certificate in Snowsport (Patrol) (Level 4)	11097	
0450	National Certificate in Community Recreation (Community Art Work) (Level 4)	9681, 9695, 9696, 11097	
0733	National Certificate in Outdoor Recreation (Instruction) with strands in Adventure Based Learning, Kayaking, Mountaineering, Single Pitch Rock Climbing, and Tramping	9692	
0848	National Certificate in Snowsport with strands in Snowgrooming, and Snowmaking	9681	
0859	National Certificate in Snowsport (Ticketing and Guest Services)	11097, <b>11101</b>	
1190	National Certificate in Outdoor Recreation (Level 4)	1307, 9681, 9696	
1191	National Diploma in Outdoor Recreation (Instruction) (Level 5)	9692	
1219	National Certificate in Snowsport (Supervision) with strands in Lift Operation, Patrol Leader, Snowsport Equipment, Snowgrooming, Snowmaking, Snowschool, and Ticketing and Guest Services	9679	
1239	National Certificate in Fitness (Foundation Skills) (Level 2)	11097	
1240	National Diploma in Fitness (Applied) (Level 5)	11097	
1289	National Certificate in Community Recreation (Level 3)	9681, 11097	
1475	National Certificate in Parks and Recreation (Park Ranger) (Level 3)	1307, 9692, 11097	
1697	National Certificate in Recreation and Sport (Aquatics) (Level 3) with strands in Pool Lifeguard, Swim Education, and Pool Operations	9681	
1710	National Certificate in Recreation and Sport (Core Skills)	9677	
1711	National Certificate in Recreation and Sport (Level 3)	9681, 11097	
1712	National Certificate in Recreation and Sport (Level 4)	9679	

## Detailed list of unit standards – classification, title, level, and credits

All changes are in **bold**.

Key to review category	
<b>A</b>	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
<b>B</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
<b>C</b>	Major changes that necessitate the registration of a replacement standard with a new ID
<b>D</b>	Standard will expire and not be replaced

### Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit	Review Category
1296	Interview in an informal one-to-one situation <b>Interview in an informal situation</b>	3	3	B
1297	Interview in a formal situation	4	5	B
1307	Speak to a specified audience in a predictable situation <b>Speak to a known audience in a predictable situation</b>	3	3	B
1311	Present and defend an argument orally	4	4	B
1312	Give oral instructions in the workplace	3	3	B
9677	Participate in a group/team which has an objective(s) <b>Participate in a team or group which has an objective</b>	2	3	B
9678	Conduct formal meetings	5	4	B
9679	Participate in a formal meeting <b>Apply knowledge of a formal meeting</b>	4	4	B
9681	Contribute within a group/team which has an objective(s) <b>Contribute within a team or group which has an objective</b>	3	3	B
9692	Present information orally to an audience <b>Deliver an oral presentation to an audience</b>	5	4	B
9694	Demonstrate and apply knowledge of communication process theory	3	5	B
9695	Examine a problem-solving model and associated techniques <b>Examine problem-solving models and explain associated techniques</b>	4	3	B
9696	Apply problem-solving techniques <b>Apply a problem-solving model</b>	4	4	B
9704	Manage interpersonal conflict	4	6	B
9705	Give and respond to feedback on performance	3	3	B
11097	Listen to gain information in an interactive situation <b>Listen actively to gain information in an interactive situation</b>	3	3	B

ID	Title	Level	Credit	Review Category
11098	Analyse listening techniques, and listen and respond to information received <b>Analyse and use listening techniques and respond to information received</b>	5	2	B
11101	Collaborate within a group/team which has an objective(s) <b>Collaborate within a team or group which has an objective</b>	4	4 5	B

## Humanities &gt; Communication Skills &gt; Writing

ID	Title	Level	Credit	Review Category
1279	Write in plain English	3	3	B
9685	Write an analytical report	5	5	B
16612	Use effective business writing skills in a business organisation <b>Use effective business writing skills in an organisation</b>	4	4	B