

Field Humanities**Review, Revision and Rollover of *Communication Skills* unit standards**

Subfield	Domain	ID
Communication Skills	Interpersonal Communications	1277, 1285 , 1293, 1294 , 1296, 1299, 1304 , 1307, 1312, 3501, 3503 , 9677, 9680 , 9681, 9694, 9705, 9707 , 10790, 10791, 11097, 21335, 21336, 24878
	Reading	2970, 2989 , 2990, 25060 , 25073
	Writing	1273 , 1279, 1280, 3483, 3488 , 3490, 3491, 3492, 3494, 10792 , 11095

NZQA National Qualifications Services (NQS) has completed the review, revision and rollover, or rollover of the unit standards listed above. The unit standards in **bold** have been reviewed. The unit standards in *italics* have been rolled over.

Date new versions published**October 2014****Planned review date**

Level 1-3 unit standards

December 2017

Level 4-5 unit standards (21335, 21336)

December 2018

Dates ensure that unit standards at the same level are reviewed in the same year.

Summary

In 2013, NQS initiated the review and revision of unit standards from the *Communication Skills* subfield as part of a planned NQS work cycle. Unit standards selected for review had had concerns raised by assessors or moderators.

A review panel was established following a nomination process, and convened for a series of meetings from August to December 2013. Unit standards for review were discussed by this panel and changes were made to address the difficulties expressed by assessors or moderators.

The only provider which has reported results for the unit standard 24878 in 2012 and 2013 indicated that the standard is no longer used and no new candidates would be enrolled. Other organisations that have previously awarded the standard were consulted through the NZQA website. No objections to the proposed expiry were received.

National consultation on the reviewed and revised standards was conducted in February 2014 through the NZQA website. As a result of feedback received, the unit standards were amended after consultation with the panel.

Main changes

- The credit totals were changed for standards 3488 and 25060.
- Unit standard 24878 was designated expiring.

The category D unit standard will expire at the end of December 2015.

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

A large number of qualifications will be affected by the outcome of this review, revision, and rollover, but most changes relate to titles only, meaning the qualifications in which these standards are listed will not be *materially* affected. Qualifications that will not be materially affected have not been included in the table below.

This table identifies only National qualifications developed by other SSBs that are *materially* affected by the outcome of this review.

Ref	Qualification Title	Classification or ID	SSB Name
0342	National Certificate in Food and Related Products Processing (Level 2)	25060	Competenz
0453	National Diploma in Surveying (Level 6) with an optional strand in Mine Surveying	3488	Infrastructure ITO
0959	National Certificate in Compliance and Regulatory Control (Local Government Committee Management)	3488	The Skills Organisation
1170	National Certificate in Public Sector Compliance Management (Road Transport) (Level 4)	3488	The Skills Organisation
1039	National Certificate of Educational Achievement (Level 3)	25060	Ministry of Education
1165	National Certificate in Marae Catering (Level 2)	25060	NZQA Māori Qualifications Services
1361	National Certificate in Plastics Processing Technology (Production) (Level 1) with strands in General, Injection Moulding, Extrusion, Extrusion Blow Moulding, Thermoforming, Blown Film Extrusion, Film Conversion, Injection Stretch-Blow Moulding, Rotational Moulding, Film Slitting, and Expanded Polystyrene Moulding	25060	Competenz

Detailed list of unit standards - classification, title, level, and creditsAll changes are in **bold**.**Reviewed standards**

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
1277	Communicate information in a specified workplace	2	3	B
1285	Make inquiries and complete practical transactions Make enquiries and complete practical transactions	1	4	B
1294	Be interviewed in a formal interview	2	2	B
1304	Communicate with people from other cultures	3	2	B
3503	Participate and communicate in a team or group to complete a routine task	1	2	B
9680	Communicate within a specified organisational context	2	3	B
9707	Demonstrate knowledge of workplace communications requirements Demonstrate knowledge of workplace communication requirements	1	5	B
21335	Lead a group/team to achieve an objective(s) Lead a team to achieve an objective	4	5	B
21336	Lead a group/team to achieve an objective(s) with some complexity Lead a team to achieve a complex objective	5	5	B
24878	Describe preparation for and contribution to structured meetings in a workplace	2	3	D

Humanities > Communication Skills > Reading

ID	Title	Level	Credit	Review Category
2989	Select, assess, and read texts to gain knowledge Select, read, and assess texts to gain knowledge	2	3	B
25060	Independently read texts for practical purposes and to gain knowledge Read texts for practical purposes	1	6 2	B

Humanities > Communication Skills > Writing

ID	Title	Level	Credit	Review Category
1273	Express ideas in writing and write an original story	1	4	B
3483	Fill in a form	1	2	B

ID	Title	Level	Credit	Review Category
3488	Write business correspondence for a workplace	2	6 3	B
3494	Take notes and write minutes for a formal meeting Write minutes for a formal meeting	3	3	B
10792	Write formal personal correspondence	1	3	B

Revised and rolled over, and rolled over standards

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1293	Be interviewed in an informal one-to-one, face-to-face interview Be interviewed in an informal, one-to-one, face-to-face interview	1	2
1296	Interview in an informal situation	3	3
1299	Be assertive in a range of specified situations	2	4
1307	Speak to a known audience in a predictable situation	3	3
1312	Give oral instructions in the workplace	3	3
3501	Demonstrate knowledge of and apply listening techniques	1	3
9677	Participate in a team or group which has an objective	2	3
9681	Contribute within a team or group which has an objective	3	3
9694	Demonstrate and apply knowledge of communication process theory	3	5
9705	Give and respond to feedback on performance	3	3
10790	Converse with others	1	2
10791	Participate in an informal meeting	2	3
11097	Listen actively to gain information in an interactive situation	3	3

Humanities > Communication Skills > Reading

ID	Title	Level	Credit
2970	Independently read texts about life experiences which relate to a personal identified interest	1	3
2990	Read texts to research information	3	4
25073	Read texts to recognise differing points of view on a topic	2	3

Humanities > Communication Skills > Writing

ID	Title	Level	Credit
1279	Write in plain English	3	3
1280	Use graphics in communication	2	2
3490	Complete an incident report	1	2
3491	Write a report	3	4
3492	Write a short report	2	3
11095	Write business correspondence to convey complex ideas and information	3	3