

Field **Humanities**

Review and rollover of *Communication Skills* unit standards

Subfield	Domain	ID
Communication Skills	Interpersonal Communications	1297, 1311, 9678, 9679, 9691, 9692, 9695, 9696, 9704, 11096 , 11098, 11099, 11101
	Writing	9685, 9689, 9701 , 9703, 12336 , 16612, 19629

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

Date new versions published

18 June 2015

Planned review dates

reviewed standards
rolled over standards

31 December 2020
31 December 2018

Summary

In 2014, NQS initiated the review and rollover of unit standards from the subfield Communication Skills as part of a planned work cycle.

A review panel was established following a nomination process, and met in December 2014. Unit standards for review were discussed by this panel.

National consultation on the reviewed standards was conducted in February 2015 through the NZQA website. No objections to the changes were received.

Main changes

- The credit total was changed for standard 9704.
- Titles were changed for standards 1297, 11098, 11101 and 16612.
- Unit standard 9689 was designated expiring. There is no replacement unit standard.

Category D unit standard expires at the end of December 2018.

The last date for assessment of superseded versions of Category B unit standards is December 2017.

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 NZQA National Qualifications Services qualifications are impacted by the

outcome of this review. The classifications and/or standards that generated the status *Affected* are listed in **bold**.

Ref	Qualification Title	Classification or ID
0369	National Certificate in Quality Management	9704
0982	National Certificate in Pacific Islands Early Childhood Education (Pasifika Management) (Level 6)	16612

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. The SSBs have been advised that the qualifications require revision.

Ref	Qualification Title	ID	SSB Name
0377	National Certificate in Casino Gaming (Level 4) with strands in Table Gaming, and Gaming Machines	9704	ServiceIQ
0660	National Certificate in Public Sector Services (Client/Customer Services) (Level 4)	9704	The Skills Organisation
0679	National Certificate in Offender Management (Level 4)	9704	The Skills Organisation
0692	National Certificate in Meat Processing (Level 4) with strands in Supervisory Management, and Risk Management	9704	Primary Industry Training Organisation
0748	National Certificate in Dairy Manufacturing (Sales and Service) (Level 3)	9704	Primary Industry Training Organisation
0882	National Certificate in Hospitality (Operations Supervision) (Level 4) with strands in Food and Beverage Service, Gaming, Accommodation, and Front Office	9704	ServiceIQ
1209	National Certificate in Road Transport Management (Operations) (Level 4)	9704	NZ Motor Industry Training Organisation
1224	National Certificate in Pest Monitoring (Possum Monitoring - Field Operative) (Level 3)	9704	Primary Industry Training Organisation
1341	National Certificate in Industrial Textile Fabrication (Level 4) with strands in Canvas Fabrication; Sailmaking; and Vehicle Trimming and Upholstery	9704	NZ Motor Industry Training Organisation (Inc)
1424	National Certificate in Hospitality (Food Services) (Level 4)	9704	ServiceIQ
1476	National Certificate in Financial Services (Financial Advice) (Level 5) with strands in Investment Advice, Insurance Advice, and Residential Property Lending Advice <i>expires 2018</i>	9689	The Skills Organisation
1532	National Diploma in Forestry (Operations Management)	9704	Competenz
1545	National Certificate in Mechanical Engineering (Level 5) with strands in Engineering Fabrication, Fire Protection, General and Maintenance Engineering, Mechanical Services, and Precision Engineering	9704	Competenz

1565	National Diploma in Pork Production (Level 5)	9704	Primary Industry Training Organisation
1587	National Certificate in Career Practice (Level 5)	9704	The Skills Organisation
1591	National Certificate in Border Management (Customs) (Level 3)	9704	The Skills Organisation
1598	National Diploma in Boatbuilding (Level 5) with strands in Composite, Wooden, and Metal	9704	NZ Marine Industry Training Organisation
1614	National Certificate in Forest Operations Management (Senior Crew Manager) (Level 5)	9704	Competenz
1658	National Certificate in Infrastructure Works Supervision with optional strands in Asphalt Surfacing, Chipseal Surfacing, Civil Works and Utilities, Road Works, Water, and Wastewater	9704	Infrastructure ITO
1663	National Certificate in Racing Operations (Level 3) with strands in Raceday Control, and TAB Retail	9704	Primary Industry Training Organisation
1675	National Certificate in Health, Disability, and Aged Support (Senior Support) (Level 4)	9704	Community Support Services ITO Limited
1685	National Certificate in International Freight Forwarding (Advanced)	9704	NZ Motor Industry Training Organisation
1711	National Certificate in Recreation and Sport (Level 3)	9704	Skills Active Aotearoa Limited
1712	National Certificate in Recreation and Sport (Level 4)	9704	Skills Active Aotearoa Limited

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

All 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
1297	Interview in a formal situation Conduct an interview in a formal situation	4	5	B
1311	Present and defend an argument orally	4	4	B
9678	Conduct formal meetings	5	4	B
9679	Apply knowledge of a formal meeting	4	4	B
9691	Demonstrate knowledge of group processes	5	5	B
9692	Deliver an oral presentation to an audience	5	4	B
9695	Examine problem-solving models and explain associated techniques	4	3	B

ID	Title	Level	Credit	Review Category
9696	Apply a problem-solving model	4	4	B
9704	Manage interpersonal conflict	4	6 4	B
11098	Analyse and use listening techniques and respond to information received Analyse the use of listening strategies, and use listening techniques and respond to information received	5	2	B
11099	Develop strategies for communicating in a culturally diverse workplace	4	4	B
11101	Collaborate within a team or group which has an objective Collaborate within a team which has an objective	4	5	B

Humanities > Communication Skills > Writing

ID	Title	Level	Credit	Review Category
9685	Write an analytical report	5	5	B
9689	Produce an original policy or manual for a business	6	4	D
9703	Write a job procedure	5	3	B
16612	Use effective business writing skills in an organisation Write documents to achieve effective communication for a business purpose	4	4	B
19629	Present a reasoned argument in a report	4	4	B

Rolled over unit standards

Humanities > Communication Skills > Writing

ID	Title	Level	Credit
9701	Write a proposal	4	3
11096	Analyse feedback contexts and apply constructive feedback techniques	5	3
12336	Write a user guide or technical text	4	4