

**Field Business****Review of *Public Sector Services* unit standards**

<b>Subfield</b>	<b>Domain</b>	<b>ID</b>
Public Sector Services	Public Sector Core Skills	14949, 14951, 17213, 17214, 19895, 19899-19901, 19903, 19904, 19906, 19907, 25052, 26419
	Public Sector Service Delivery	8471-8477, 8479-8487, 18145-18147, 19908, 21061, 21441, 22746, 22747

The Skills Organisation has completed the review of the unit standards listed above.

**Date new versions published**

**January 2019**

**Planned review date**

**December 2023**

**Summary**

Throughout 2016 and 2018 the Skills Organisation (Skills) conducted a review of the unit standards listed above.

The review process involved face to face focused consultation with some key organisations including Local Government New Zealand, Wellington City Council, Ministry of Social Development, Ministry of Primary Industries, New Zealand Customs Service, Department of Corrections, New Zealand Society of Local Government Managers, Te Puni Kokiri, Whakatane District Council, and Housing New Zealand. Other stakeholders were also invited to comment during the development phase.

**Main changes**

- Credits for unit standard 17213 were reduced to better reflect its outcomes.
- The titles of unit standards 17213, 17214, and 19906 were updated to accurately reflect their outcomes.
- Legislation has been updated. Legislation appropriate to Public Sector work has been added to all new unit standards in domain Public Sector Core Skills.
- Unit standard 25052 was designated expiring and replaced by unit standard 31592.
- 34 unit standards were designated expiring with no replacement.
- Eleven new unit standards were developed.

**Category C and D unit standards will expire at the end of December 2020**

**The last date for assessment of superseded versions of Category B unit standards is December 2020, except standard 19906 which is December 2022**

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

All changes are in **bold**.

<b>Key to review category</b>	
<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

## Business &gt; Public Sector Services &gt; Public Sector Core Skills

ID	Title	Level	Credit	Review Category
14949	Demonstrate introductory knowledge and understanding of New Zealand law	3	3	D
14951	Demonstrate introductory knowledge and understanding of New Zealand local government	4	5	D
17213	Demonstrate knowledge of the New Zealand State Services Code of Conduct <b>Demonstrate knowledge of a public sector code of conduct and the Protected Disclosures Act</b>	3	5 4	B
17214	Operate a records management system in a public sector organisation <b>Manage and maintain records in a public sector organisation</b>	3	3	B
19895	Demonstrate knowledge of the structure and role of the State sector, Parliament and Government	4	5	D
19899	Describe the roles of central agencies and legislation that impact on the State sector	4	3	D
19900	Demonstrate knowledge of the development of New Zealand central government	3	4	D
19901	Demonstrate introductory knowledge of the public sector financial management system	3	4	D
19903	Describe the election and formation of government and implications for public sector employees	3	3	D
19904	Demonstrate knowledge of legislation	3	5	D
19906	Describe information and privacy legislation in relation to the public sector <b>Demonstrate knowledge of information and privacy legislation in relation to the public sector</b>	3	4	B
19907	Demonstrate knowledge of and use the government portal, agency website and intranet	3	4	D
25052	Demonstrate knowledge of New Zealand's government and the State sector	3	6	C
31592	<b>Demonstrate knowledge of New Zealand's government and the public sector</b>	3	5	
26419	Conduct a field interview for an official statistics survey	4	8	D
31581	<b>Communicate effectively using public sector information within own role and responsibilities</b>	3	4	New
31582	<b>Apply knowledge of communication in a public sector context</b>	4	6	New
31583	<b>Demonstrate knowledge of the law in practice in a public sector context</b>	4	7	New
31584	<b>Demonstrate knowledge of relating to stakeholders in a public sector context</b>	4	6	New
31585	<b>Manage information operationally in a public sector context</b>	4	7	New
31586	<b>Produce and manage records in a public sector context</b>	4	7	New
31587	<b>Demonstrate ethical, professional, and responsive conduct in a public sector context</b>	3	5	New
31588	<b>Demonstrate knowledge of key legislation relevant to own public sector organisation</b>	3	4	New
31589	<b>Demonstrate self-management and work cooperatively in a public sector context</b>	3	5	New

ID	Title	Level	Credit	Review Category
31590	<b>Manage workload and utilise relationships for effective service delivery in a public sector context</b>	4	11	New
31591	<b>Work ethically and effectively in a public sector service delivery context</b>	4	9	New

## Business &gt; Public Sector Services &gt; Public Sector Service Delivery

ID	Title	Level	Credit	Review Category
8471	Develop and produce public sector service delivery protocols and agreements	7	20	D
8472	Establish and foster a client focus for public sector service delivery	6	15	D
8473	Establish processes for public sector organisations to optimise interface with the public	6	10	D
8474	Establish client needs and gain agreement on requirements for public sector service delivery	6	15	D
8475	Develop public sector service delivery objectives, and implement systems to meet client needs	7	20	D
8476	Establish process for identifying and communicating client needs for public sector services	6	15	D
8477	Coordinate the provision of services across the public sector organisation	7	20	D
8479	Provide public sector services in accordance with policy provisions and terms of purchase agreements	6	10	D
8480	Provide public sector services that comply with government legislation, principles, and priorities	6	10	D
8481	Evaluate public sector service delivery	7	20	D
8482	Establish and develop referral processes for public sector organisations	6	15	D
8483	Contribute to the development of public sector service delivery objectives and systems	5	10	D
8484	Produce public sector service delivery implementation guidelines	5	10	D
8485	Communicate government policies and priorities to public sector clients and interested parties	6	10	D
8486	Identify and respond to opportunities for development of public sector services and products	6	15	D
8487	Meet public sector organisation requirements for the provision of services	5	10	D
18145	Plan, implement, and manage a public consultation process with prescribed terms of reference	6	20	D
18146	Plan, implement, and manage a public consultation process without prescribed terms of reference	6	20	D
18147	Develop a consultation policy for a community organisation or public body	6	10	D
19908	Provide services in challenging situations to public sector clients	6	5	D
21061	Administer government grants through a public sector organisation	5	15	D
21441	Develop processes to administer a government grant through a public sector organisation	6	10	D
22746	Demonstrate knowledge of telephone interpreting as an employee in a public sector organisation	3	2	D

ID	Title	Level	Credit	Review Category
22747	Use a telephone interpreter to facilitate an interview in specific public sector situations	4	5	D