

Title	Initiate and develop relationships with contacts for contribution to an intelligence project		
Level	6	Credits	15

Purpose	<p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – identify potential points of contact and evaluate their suitability for contributing to the intelligence project; – build and preserve confidence with contacts for contribution to the intelligence project; and – analyse and evaluate results of interaction with contacts, and identify opportunities to improve the relationships with contacts.
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Classification	Compliance and Law Enforcement > Intelligence Analysis
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Available grade	Achieved
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Guidance Information

- 1 Legislation and codes relevant to this unit standard include but are not limited to:
 - Health and Safety at Work Act 2015;
 - Official Information Act 1982;
 - Privacy Act 2020;
 - and all subsequent amendments and replacements;
 - The State Services Code of Conduct, *Standards of Integrity and Conduct* (available from <https://www.publicservice.govt.nz/>) and/or any other agency-specific code or codes of conduct and/or ethics.

- 2 Definitions
 - Information* – unprocessed, raw and/or perishable material or data, that could be collected from any source, to be analysed and refined for decision making.
 - Integrity* – the core values of honesty, fairness, trustworthiness, dependability and leading by example. It can and should, however, take on a much broader meaning, ranging from the generally understood ‘freedom from corruption’ and conduct-related issues, to the systematic approach to consultation and communication with clients and stakeholders, to the positive concepts of excellence of service and doing a good professional job.
 - Intelligence* – the functions, activities, people or organisations that are involved in the process of planning, gathering and analysing information that leads to the production of intelligence products, which are of potential value to decision makers.
 - Organisational requirements* – instructions to staff on policies, procedures, and methodologies which are documented and are available in the workplace. They must be consistent with applicable legislation and any other applicable compliance requirements.

Points of contact – may refer to clients, stakeholders, networks, agencies, sources, peers.

- 3 Competency for this unit standard cannot be fully demonstrated under simulated conditions. Assessment must be based on evidence obtained from the candidate carrying out relationship building activities in at least four different actual situations over a six month period.
- 4 **Assessment Range**
All activities and evidence presented for outcomes and performance criteria in this unit standard must be in accordance with organisational requirements.

Outcomes and performance criteria

Outcome 1

Identify potential points of contact and evaluate their suitability for contributing to the intelligence project.

Performance criteria

- 1.1 Identify potential points of contact to contribute to the intelligence project.
- 1.2 Evaluate contacts' suitability to contribute to the intelligence project.
- 1.3 Identify the most suitable mode to initiate contact.

Outcome 2

Build and preserve confidence with contacts for contribution to the intelligence project.

Performance criteria

- 2.1 Initiate communication with contact or reply to initial communication from contact.
- 2.2 Apply effective communication techniques to interact with identified contacts.

Range modes of communication include verbal, non-verbal, written.
- 2.3 Ensure communication methods and styles are appropriate to maintain long term relationships.
- 2.4 Maintain the integrity, security and confidentiality of relationships with contacts.

Range may include – communications, identity, permission.
- 2.5 Handle protectively marked information in accordance with the contacts' organisational requirements.

Outcome 3

Analyse and evaluate results of interaction with contacts, and identify opportunities to improve the relationships with contacts.

Performance criteria

- 3.1 Analyse and evaluate the effectiveness of the interaction with contacts.
- 3.2 Identify opportunities to improve the relationships with contacts.

Replacement information	This unit standard replaced unit standard 18504.
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Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 March 2015	31 December 2024
Review	2	28 October 2021	31 December 2024
Revision	3	27 April 2023	N/A

Consent and Moderation Requirements (CMR) reference	0121
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.