

<b>Title</b>	<b>Communicate effectively using public sector information within own role and responsibilities</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	<p>This unit standard is for people employed in support roles in the public sector.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> <li>- describe communication using public sector information within own role and responsibilities; and</li> <li>- communicate effectively using public sector information within own role and responsibilities.</li> </ul>
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<b>Classification</b>	Public Sector Services > Public Sector Core Skills
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<b>Available grade</b>	Achieved
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## Guidance Information

### 1 References

Crown Entities Act 2004;  
 Employment Relations Act 2000;  
 Health and Safety at Work Act 2015;  
 Human Rights Act 1993;  
 Income Tax Act 2007;  
 Local Government Act 2002;  
 Local Government Official Information and Meetings Act 1987;  
 New Zealand Bill of Rights Act 1990;  
 Official Information Act 1982;  
 Privacy Act 2020;  
 Protected Disclosures Act 2000;  
 Public Finance Act 1989;  
 State Sector Act 1988;  
 Statistics Act 1975;  
 Te Tiriti o Waitangi 1840/Treaty of Waitangi 1840;  
 Te Ture mō Te Reo Māori 2016/Māori Language Act 2016;  
 and all subsequent amendments and replacements.

It is important to note that there is in most cases specific legislation relevant to the organisation in which the candidate is employed. This must be included.

### 2 Assessment against this unit standard must be based on evidence from a real or simulated public sector workplace situation, provided the simulation reflects public sector requirements and requires performance that replicates a real working environment.

3 Demonstration of knowledge and skills must be consistent with any applicable code or codes of conduct such as the New Zealand State Services Code of Conduct, Standards of Integrity and Conduct (available from <http://www.publicservice.govt.nz>) and/or any other public sector specific code or codes of conduct and/or ethics.

4 Definitions

*Customers and stakeholders* are individuals or groups which have some direct interest in the organisation and its products or services. Internal customers and stakeholders typically include board members, managers and employees. External customers and stakeholders typically include members of the public, providers of services, business owners, shareholders, employee organisations, and regulatory bodies.

*Organisational requirements* refer to instructions to staff on policies, procedures, and methodologies which are documented and are available in the workplace.

Organisational requirements in the public sector will be consistent with relevant legislation.

*Public sector* refers to organisations of the state sector (listed in Schedule 1 and 1A to the State Sector Act 1988, (available from <http://www.legislation.govt.nz>), plus organisations of local government.

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## Outcomes and performance criteria

### Outcome 1

Describe communication using public sector information within own role and responsibilities.

### Performance criteria

- 1.1 Outline information required for communicating with customers and stakeholders.
- Range information may include but is not limited to – data, records, policy, procedure, process, services, public information.
- 1.2 Outline responsibilities in terms of the communication of information.
- Range includes but is not limited to operating within – limitations of legislation, parameters set in organisational requirements.
- 1.3 Explain considerations when interacting with internal customers and stakeholders, and colleagues in partner agencies, consistent with organisational requirements and any applicable formal agreements.
- 1.4 Explain considerations when interacting with external customers and stakeholders, and interest groups, consistent with organisational requirements and any applicable formal agreements (including Te Tiriti o Waitangi 1840/Treaty of Waitangi 1840).

## Outcome 2

Communicate effectively using public sector information within own role and responsibilities.

### Performance criteria

- 2.1 Communicate information in a clear, appropriate, and respectful manner and in accordance with organisational requirements and relevant legislation.

Range may include but is not limited to – written, oral.

- 2.2 Plan and review accuracy, suitability, and manner of the intended communication in terms of customer and stakeholder needs and organisational requirements.

Range may include but is not limited to – reference to guidelines and instructions, conferring with staff or seniors, audience characteristics, risk, security, privacy, organisation priorities.

- 2.3 Evaluate and review own communication in terms of effectiveness and potential improvements.

<b>Planned review date</b>	31 December 2025
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### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 January 2019	N/A
Rollover and Revision	2	25 May 2023	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.