

Title	Apply knowledge of communication in a public sector context		
Level	4	Credits	6

Purpose	<p>This unit standard is intended for people employed in service roles in the public sector.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – demonstrate knowledge of the written and oral communication standards of a public sector organisation; – apply knowledge of effective communication in a public sector operational context, in accordance with organisational requirements; – use questioning and structured conversations for obtaining and clarifying information in a public sector operational context, in accordance with organisational requirements; and – adapt behaviour and communication style appropriate to diverse audiences in a public sector operational context, in accordance with organisational requirements.
----------------	--

Classification	Public Sector Services > Public Sector Core Skills
-----------------------	--

Available grade	Achieved
------------------------	----------

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 1993;
 Protected Disclosures Act 2000;
 Public Finance Act 1989;
 Public Records Act 2005;
 State Sector Act 1988;
 Statistics Act 1975;
 Te Tiriti o Waitangi/Treaty of Waitangi;
 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.ssc.govt.nz>) and/or any other public sector specific code or codes of conduct and/or ethics, and must reflect operating professionally and ethically in New Zealand's diverse, bi-, and multicultural environment.
- 4 Definitions
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.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of the written and oral communication standards of a public sector organisation.

Performance criteria

- 1.1 Describe requirements of an organisation's communication standards.

Outcome 2

Apply knowledge of effective communication in a public sector operational context, in accordance with organisational requirements.

Performance criteria

- 2.1 Describe intended outcomes of communication.
- 2.2 Describe communication techniques used.
- 2.3 Communicate effectively in a public sector operational context.

Outcome 3

Use questioning and structured conversations for obtaining and clarifying information in a public sector operational context, in accordance with organisational requirements.

Performance criteria

- 3.1 Describe a recognised framework for obtaining and clarifying information.
- 3.2 Describe questioning techniques and structured conversations used to obtain and clarify information.
- Range types of questions include – open, closed.
- 3.3 Obtain and clarify information using a structured conversation.

Outcome 4

Adapt behaviour and communication style appropriate to diverse audiences in a public sector operational context, in accordance with organisational requirements.

Performance criteria

- 4.1 Describe situations where use of appropriate communication skills may influence operational outcomes.
- 4.2 Explain situational factors and how they should be taken into account when communicating.
- Range may include but is not limited to situational factors relating to – culture, language, protocol, legislative requirements.
- 4.3 Adapt behaviour and style to meet situations with diverse audiences.
- Range two situations which meet legislative requirements; may include but is not limited to – ethnicity, age, disability.

Planned review date	31 December 2023
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 January 2019	N/A

Consent and Moderation Requirements (CMR) reference	0121
--	------

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact The Skills Organisation reviewcomments@skills.org.nz if you wish to suggest changes to the content of this unit standard.