Title	Demonstrate knowledge of relating to stakeholders in a public sector context
Level	4	Credits	6

Purpose	This unit standard is intended for people employed in service roles in the public sector. People credited with this unit standard are able to: – describe ways of developing networks and relationships with relevant stakeholders to facilitate service delivery in a public sector context; and – describe ways of maintaining networks and relationships with relevant stakeholders for effective service delivery in a public sector context.

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 2020;
     Protected Disclosures Act 2000;
     Public Finance Act 1989;
     Public Records Act 2005;
     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.public service.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
       Culture refers to the totality of socially transmitted beliefs, values, customs, behaviour patterns and/or practices, together with all other products of human work and thought that are common to – or characteristic of – a particular group or community. The concept of culture may reflect factors and indicators such as: age, ethnicity, disability, gender, occupation, organisational background, immigrant or refugee status, institutional care, religion or spiritual beliefs, sexual orientation, and socio-economic status.
       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.
       Stakeholders are individuals or groups which have some direct interest in the organisation and its products or services. Internal stakeholders typically include board members, managers and employees. External stakeholders typically include providers of services, business owners, shareholders, employee organisations, and regulatory bodies.

Outcomes and performance criteria

Outcome 1

Describe ways of developing networks and relationships with relevant stakeholders to facilitate service delivery in a public sector context.

Performance criteria

1.1   Describe ways of building, maintaining, and accessing networks in terms of identifying stakeholders and establishing communication links.

1.2   Provide examples of networking and relationship building opportunities and describe how to initiate communication in a manner that promotes goodwill and trust for service to stakeholders, in accordance with organisational requirements.

1.3   Describe networking and relationship building skills that are consistent with the profile and intended public image of a public sector organisation.

1.4   Describe communication processes that demonstrate tolerance of, and sensitivity towards, people from diverse backgrounds and cultures.

1.5   Describe and explain communication methods that are appropriate to circumstances and relevant to stakeholders as applicable to one's role and responsibilities.

Outcome 2

Describe ways of maintaining networks and relationships with relevant stakeholders for effective service delivery in a public sector context.

Performance criteria

2.1   Describe and explain ways that promote positive stakeholder relationships and effective service delivery.

           Range   may include but is not limited to – regular and agreed contact; rapport; conflict resolution; promoting trust, satisfaction, goodwill.

Planned review date	31 December 2025

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

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