

Title	Communicate effectively with client and build networks with sources in an intelligence context		
Level	5	Credits	5

Purpose	<p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – communicate effectively with client to identify information requirements in an intelligence context; and – communicate effectively to build and maintain networks with sources and other agencies to support the collection of information.
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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 This unit standard is appropriate for public or private sector organisations with an intelligence function.
- 2 Legislation and codes relevant to this unit standard include but are not limited to:
 - Health and Safety at Work Act 2015;
 - Intelligence and Security Act 2017;
 - 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.
- 3 Definitions
 - Client* – authorised persons who use intelligence or information, and may include internal clients including, organisation, business unit, team, and/or external clients – government agencies, enforcement organisations.
 - Information* – unprocessed, raw and/or perishable material or data, that could be collected from any source, to be analysed and refined for decision making.
 - Networks* – can include sources and agencies.
 - Organisational requirements* – the 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.
- 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

Communicate effectively with client to identify information requirements in an intelligence context.

Performance criteria

- 1.1 Communicate effectively with client to identify information requirements.
- 1.2 Apply effective communication techniques to manage client expectations.
- Range may include but is not limited to – active listening, modes of communication, negotiations, appropriate engagement.
- 1.3 Obtain feedback to ensure client information requirements are met.

Outcome 2

Communicate effectively to build and maintain networks with sources and other agencies to support the collection of information.

Range modes of communication include – verbal, non-verbal, written.

Performance criteria

- 2.1 Identify the appropriate communication method and style to promote long term relationships and mutual benefit with networks.
- 2.2 Apply communication strategies to build and maintain networks that can be leveraged to support the collection of information.
- 2.3 Use appropriate modes of communication to obtain information from networks.
- Range must include at least two different modes of communication.

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	28 October 2021	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 The Skills Organisation reviewcomments@skills.org.nz if you wish to suggest changes to the content of this unit standard.