

National Certificate in Public Sector Services (Client / Customer Services) (Level 3)

Designed specifically for the public sector, this programme will equip your frontline staff with a good high level, suite of customer service skills. Your staff will gain techniques and skills to help them become better listeners and communicators. This overall will help to maintain a professional brand image regardless of communications medium.

Typical Training Duration

5 to 12 months

Key Learning Outcomes

Graduates of this qualification will be able to:

- Provide customer service
- Communicate within a specified organisational context
- Contribute within a team or group which has an objective
- Write in plain English
- Be assertive in a range of specified situations
- Communicate with people from other cultures
- Listen actively to gain information in an interactive situation
- Answer customer enquiries
- Respond to customer enquiries by writing in a range of contexts
- Demonstrate and apply product and/or service knowledge
- Describe Te Tiriti o Waitangi/Treaty of Waitangi and its application in the public sector
- Apply time management concepts and methods in business situations
- Demonstrate knowledge of legislation
- Describe information and privacy legislation in relation to the public sector
- Demonstrate knowledge of New Zealand's government and the State sector

Programme Credits

50

National Certificate in Public Sector Services (Client/Customer Service) (Level 3)

Level	3
Credits	50

Purpose

Client/customer service is key to successful business and a successful economy. It requires a blend of knowledge and skills drawn from a number of disciplines, and relevant across industries, particularly those providing front-line service to clients/customers. While many of the skills leading to successful client/customer service are generic across industries, each can be applied to the requirements of a specific sector.

This National Certificate recognises the generic skills required for successful customer service and the essential knowledge and skills required for the public sector context. It is designed to reflect the skills and competencies required of a person employed in a position in a central government or local government client/customer services setting. These people will be working with external clients/customers in a variety of contexts such as face to face, on the telephone, and in writing.

The public sector is unique because it provides services to people who cannot choose to take their custom elsewhere. This places the client/customer services front-line staff in a high trust position, which requires special skills and competencies. An appreciation of their role, of the role of their employing organisation, and of the needs of their clients/customers is fundamental to quality client/customer service.

The importance of the ethical base on which public sector service delivery is based is reflected in the compulsory requirements of this qualification, as is an understanding of the Treaty of Waitangi, knowledge of central and/or local government and knowledge of relevant legislation, such as that relating to official information, privacy and the Treaty of Waitangi/Tiriti o Waitangi, for public sector organisations.

The qualification consists of an elective section comprising a Public Sector Knowledge Elective set, a Communication Skills Elective set, a Client/Customer Service Elective set, and a balance set to ensure candidates meet the overall credit requirements for the qualification. These elective sections provide recognition for core skills in communications (including business writing), service delivery, client/customer services in a range of contexts, time management, and computing as well as further public sector knowledge which is relevant to candidates both within local and central government.

This is an entry point qualification and may lead onto the National Certificate in Public Sector Services (Client/Customer Services) (Level 4) [Ref: 0660]. This qualification may also pathway into the following: National Certificate in Business Administration and Computing (Level 3) [Ref: 0633], the National Certificate in Business Administration (Level 4) [Ref: 0634], National Certificate in Public Sector Services (Induction) [Ref: 1453], National Certificate in Contact Centre Operations (Level 3) [Ref: 0643], National Certificate in Compliance and Regulatory Control (Rates Officer) [Ref: 1237], National Certificate in Compliance and Regulatory Control (Parking Enforcement) (Level 3) [Ref: 0464].

Credit Range

	Compulsory	Public Sector Knowledge Elective
Level 2 credits	-	-
Level 3 or above credits	10	5-6
Minimum totals	10	5

	Communication Skills Elective	Client/Customer Service Elective	Balance
Level 2 credits	0-5	0-2	-
Level 3 or above credits	10-15	5-7	0-13
Minimum totals	15	7	13

Requirements for Award of Qualification

Award of NZQF National Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided on the New Zealand Qualifications Authority (NZQA) website: <http://www.nzqa.govt.nz/qualifications-standards/standards/standards-exclusion-list/>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- A minimum of 50 credits
 - Of which a minimum of 40 credits at Level 3 or above
- Compulsory standards
- Public Sector Knowledge Elective – A minimum of 1 standard as specified
- Communication Skills Elective – A minimum of 15 credits as specified
- Client/Customer Service Elective – A minimum of 7 credits as specified
- Balance – Balance if required

Detailed Requirements

Compulsory

The following standards are required

Business > Public Sector Services > Public Sector Core Skills

ID	Title	Level	Credit
19906	Describe information and privacy legislation in relation to the public sector	3	4

Business > Public Sector Services > Public Sector Māori

ID	Title	Level	Credit
14950	Describe Te Tiriti o Waitangi/Treaty of Waitangi and its application in the public sector	3	6

Public Sector Knowledge Elective

A minimum of 1 standard

Business > Public Sector Services > Public Sector Core Skills

ID	Title	Level	Credit
14951	Demonstrate introductory knowledge and understanding of New Zealand local government	4	5
25052	Demonstrate knowledge of New Zealand's government and the State sector	3	6

Communication Skills Elective

A minimum of 15 credits

- Of which a minimum of 10 credits at Level 3 or above

From the following sets

- Set A
- Set B

Set A

A minimum of 12 credits

Field	Subfield	Domain
Humanities	Communication Skills	Interpersonal Communications

Set B

A minimum of 3 credits

Field	Subfield	Domain
Humanities	Communication Skills	Writing

Client/Customer Service Elective

A minimum of 7 credits

Service Sector > Retail, Distribution, and Sales > Sales Transactions

ID	Title	Level	Credit
11817	Serve customers face to face in a wide range of contexts	3	4

Service Sector > Service Sector Skills > Service Sector - Core Skills

ID	Title	Level	Credit
57	Provide customer service	2	2
376	Employ customer service techniques to accommodate customer behavioural styles in a workplace	3	2
378	Provide customer service for international visitors	3	3
11815	Answer customer enquiries on the telephone in a wide range of contexts	3	3
11816	Respond to customer enquiries by writing in a range of contexts	3	4
11818	Demonstrate and apply product and/or service knowledge	3	2

Balance

The balance of credits to achieve

A minimum of 50 credits

- Of which a minimum of 40 credits at Level 3 or above

May come from the following

Business > Business Operations and Development > Systems and Resources Management

ID	Title	Level	Credit
16614	Apply time management concepts and methods in business situations	4	3

Field	Subfield	Domain
Business	Business Administration	Business Administration Services
		Business Information Management
	Public Sector Services	Public Sector Core Skills
		Public Sector Māori Service Delivery
Humanities	Communication Skills	Interpersonal Communications
		Writing
Service Sector	Contact Centres	Contact Centre Operations

Field	Subfield	Domain
	Service Sector Skills	Service Sector - Core Skills

Transition Arrangements

Version 5 of the qualification was issued following a review, it was republished in July 2011 following an editorial amendment.

Changes to structure and content

- total qualification credit requirements were reduced from 85 to 50 credits
- the Customer Service Elective set was renamed the Client/Customer Service Elective set to better reflect the title of the qualification
- a new Public Sector Knowledge Elective set was added to the qualification
- standards 17123 and 19895 from the Compulsory set were removed from the qualification
- two elective sets were removed the qualification: the Quality Management Elective set and the Business Administration Elective set
- credit requirements for the Communication Skills Elective set were reduced from a minimum of 22 credits to a minimum of 15 credits
- credit requirements for Set A of the Communication Skills Elective set were decreased and credit requirements for Set B of the same elective set were increased from a minimum of 2 credits to a minimum of 3 credits
- standards 377, 11826, and 11827 from the Customer Service Elective set were removed from the qualification
- standard 62 is no longer listed in the Customer Service Elective set, but can be used to meet the requirements of the balance set of the qualification
- both Set A and Set B in the Communication Skills Elective set specify classifications rather than standards.

People currently enrolled in programmes or courses leading to the award of version 4 of this qualification may complete the requirements of that version or transfer their results to version 5 of the qualification.

The start date for programmes or courses for version 5 of this qualification is from its date of registration.

All new candidates will be enrolled in programmes or courses leading to the award of version of this qualification.

For the purposes of this qualification, people who have gained credit for the following higher-level standard are exempt from the requirement to gain credit for following standard – see table below.

Credit for	Exempt from
14943	14950

It is not intended that any existing candidate be disadvantaged by these transition arrangements. However, any candidate who feels they have been disadvantaged should contact The Skills Organisation at the address below.

For detailed information see Review Summaries on the NZQA website.

Previous versions of the qualification

Version 4 was issued to take into account the reviews of standards in the *Public Sector Core Skills*, *Public Sector Māori*, *Interpersonal Communications*, and *Writing* domains. Changes to structure and content included: credit for standards 17213 and 14950 was increased, and the total credits were increased accordingly from 80 to 85; standard 9706 had expired and was removed from Set A of the *Communication Skills* elective; it was not replaced; standard titles were updated to reflect the results of reviews; levels and credits were updated where necessary and the credit range table was amended accordingly. There were no transition implications arising from these changes.

For the purpose of this qualification, people who have gained credit for the following higher-level standards are exempt from the requirement to gain credit for following standards – see table below.

Credit for	Exempt from
14943	14950
14945	17213

This qualification contains a standard that replaces an earlier standard. For the purposes of this qualification people, who have gained credit for the expiring standard will be exempt from the requirement to gain credit for the replacement standard.

Credit for	Exempt from
14947	19895

Version 3 was issued following a revision to take account of the *Quality Management* standard review.

Version 2 was issued following review. *Public Sector Core Skills* standards were updated; relevant standards were added; and the scope of elective choice was increased to allow credits to be drawn from anywhere on the National Qualifications Framework. The title of the qualification was changed – previously the National Certificate in Customer Service (Public Sector) (Level 3).

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	September 1999	December 2005
Review	2	September 2003	December 2013
Revision	3	February 2006	December 2013
Revision	4	September 2008	December 2014
Review	5	June 2011	N/A
Republished	5	July 2011	N/A

Standard Setting Body

The Skills Organisation
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 Auckland 1345

Telephone 0508 SKILLS (0508 754 557)
 Email info@skills.org.nz

Planned Review

Any person or organisation may contribute to the review of this qualification by sending feedback to the standard setting body at the above address.

Next Review	2014
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Other standard setting bodies whose standards are included in the qualification

NZQA
 Retail Institute

Certification

This certificate will display the logo of the NZQA, The Skills Organisation Limited and the organisation that has been granted consent to assess against standards that meet the requirements of the qualification (accredited).

Classification

This qualification is classified according to the classification system listed on the Directory of Assessment Standards (DAS) and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

DAS Classification		NZSCED	
Code	Description	Code	Description
334	Business > Public Sector Services	080313	Management and Commerce > Business and Management > Public and Health Care Administration

Quality Management Systems

Providers and Industry Training Organisations must be granted consent to assess by a recognised Quality Assurance Body before they can register credits from assessment against standards. Organisation with consent to assess and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Consent to assess requirements and the moderation system are outlined in the associated Consent and Moderation Requirements (CMR) for each standard.