

## National Certificate in Public Sector Services (Induction) (Level 3)

An induction programme that covers the key skills, knowledge and competencies that underpin New Zealand's public sector, this training is ideal for staff who are new to your organisation. Areas covered include the law, ethics, the Treaty of Waitangi, the structure of the public sector and more.

### Typical Training Duration

5 to 12 months

### Key Learning Outcomes

Graduates of this qualification will be able to:

- Contribute within a team or group which has an objective
- Listen actively to gain information in an interactive situation
- 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 the New Zealand State Services Code of Conduct
- Demonstrate knowledge of legislation
- Describe information and privacy legislation in relation to the public sector
- Demonstrate knowledge of and use the government portal, agency website and intranet
- Demonstrate knowledge of New Zealand's government and the State sector

### Programme Credits

45

## National Certificate in Public Sector Services (Induction) (Level 3)

**Level** 3

**Credits** 43

### Purpose

This qualification is for people who are newly employed in the State Services and reflects the State sector induction programme. It recognises the core knowledge, skills and competencies that underpin State services. These include: the ethics, values and standards of State Service; the legislative context; the structure and organisation of the sector; the Treaty of Waitangi; and the use of information technology in providing State Services.

The elective section is designed to accommodate a wide range of skills that are valued in the State Services, and to recognise that people completing induction programmes will bring with them, and/or develop, a range of competencies, skills and knowledge relevant to their individual roles.

It is a foundation qualification which can lead to a range of qualifications used in the State sector such as: the National Certificates in Public Sector Services (Client/Customer Services) (Levels 3 and 4) [Refs: 0659 and 0660] and the National Certificate in Contact Centre Operations (Level 3) [Ref: 0643], National Certificate in Business (First Line Management) (Level 3) [Ref: 0743], National Certificate in Business Administration and Computing (Level 3) [Ref: 0633], and the National Certificate in Business Administration (Level 4) [Ref: 0634]. It can also lead to agency-specific qualifications such as the National Certificate in Conservation (Ranger) [Ref: 0797] at Level 4, and the National Certificate in Career Practice (Level 4) [Ref: 0428].

### Replacement Information

This qualification replaced the National Certificate in Public Sector Services (Introduction) [Ref: 0713].

### Credit Range

	Compulsory	Elective
Level 3 credits	25	0-18
Level 4 credits and above	-	0-18
Minimum totals	25	18

## Requirements for Award of Qualification

### Award of NQF 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 in section 7 of the New Zealand Qualifications Authority (NZQA) Rules and Procedures publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

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

- Compulsory standards
- Elective – A minimum of 18 credits as specified

### Detailed Requirements

#### Compulsory

The following standards are required

#### Business > Public Sector Services > Public Sector Core Skills

ID	Title	Level	Credit
17213	Demonstrate knowledge of the New Zealand State Services Code of Conduct	3	5
19906	Describe information and privacy legislation in relation to the State sector	3	4
19907	Demonstrate knowledge of and use the government portal, agency website and intranet	3	4
25052	Demonstrate knowledge of New Zealand's government and the State sector	3	6

#### 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 State sector	3	6

#### Elective

A minimum of 18 credits at Level 3 or above  
From anywhere on the NQF

### Transition Arrangements

#### Version 2

Version 2 was issued following a review.

Changes to structure and content

- elective changed from standards from specific domains to standards from anywhere on the NQF
- purpose statement changed to identify further qualifications and pathways for people completing this qualification and removing reference to the expiring National Certificate in Public Sector Services [Ref: 0714].

There are no transition consequences arising from these changes.

### Previous version of the qualification

Version 1 of this qualification replaced the National Certificate in Public Sector Services (Introduction) [Ref: 0713]. There were substantial differences between the two qualifications. Transition provisions expired in December 2009.

### NQF Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	November 2008	N/A
Review	2	February 2010	N/A

### Standard Setting Body

The Skills Organisation  
 Freepost 5164  
 PO Box 24-469 Royal Oak  
 Auckland 1345 6143

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	2015
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### Certification

This certificate will display the logos of NZQA, The Skills Organisation and the accredited organisation.

## Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

NQF 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 accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.