

Info Mgmt 4 Communicate and develop relationships to support an intelligence output

Kaupae Level	5
Whiwhinga Credit	10
Whāinga Purpose	<p>The purpose of this skill standard is for people who communicate and develop relationships to support an intelligence output.</p> <p>This skill standard has been developed primarily for the assessment within programmes leading to the New Zealand Certificate in Intelligence (Information Management) (Level 5) [ref: 5079].</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Communicate effectively with internal and external contacts to support an intelligence output.	a. Apply communication strategies to communicate effectively with internal and external contacts.
	b. Adapt communication with internal and external contacts.
	c. Manage communications with internal and external contacts
	d. Review communication strategies with internal and external contacts for future interactions.
2. Develop and manage relationship with internal and external contacts to support an intelligence output.	a. Build networks that can be leveraged to support the intelligence output.
	b. Manage relationship with networks to support the intelligence output.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

All activities and evidence must be in accordance with organisational requirements. Simulated examples are permitted.

Any use of digital tools or artificial intelligence will need to be used in accordance with relevant organisational and industry codes of conduct and practice.

Definitions

Information – unprocessed, raw and/or perishable material or data, that could be collected from any source, to be analysed and refined for decision making.

Intelligence – the functions, activities, people or organisations that are involved in the process of planning, gathering and analysing information that leads to the production of intelligence products, which are of potential value to decision makers.

Organisational requirements – 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.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

Internal and external contacts

- stakeholders
- partners
- managers
- peers
- international contacts
- sources and agencies.

Effective communication strategies and techniques

- active listening
- open and closed questions
- modes of communication
- negotiations
- appropriate engagement.

Modes of communication

- visual
- verbal
- non-verbal
- written.

Manage relationship

- effective communications
- record keeping practices
- reflection of the relationship
- retaining integrity of information
- build and preserve confidence
- build rapport
- intelligence and/or collection principles.

Rauemi | Resources

- [New Zealand Institute of Intelligence Professionals \(NZIIP\) handbook](#);
- Health and Safety at Work Act 2015
- Intelligence and Security Act 2017
- Official Information Act 1982

- Privacy Act 2020
- New Zealand Government Protective Security Requirements - Information Security - Security Classification System or private sector equivalent, available from <https://www.protectivesecurity.govt.nz/>
- 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.

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Ringa Hora Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Compliance and Law Enforcement > Intelligence Analysis
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0121

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	[dd mm yyyy]	[dd mm yyyy]
Kōrero whakakapinga Replacement information	This skill standard replaced unit standard 32857		
Rā arotake Planned review date	31 December 2030		

Please contact Ringa Hora Services Workforce Development Council at qualifications@ringahora.nz to suggest changes to the content of this skill standard.