

**FIELD                      SERVICE SECTOR****Review of Service Sector - Management unit standards**

<b>Subfield</b>	<b>Domain</b>	<b>Id</b>
Service Sector Skills	Service Sector - Management	11822-11825, 11828-11830

NZQA National Qualifications Services (NQS) has completed the review of the unit standards listed above.

**Date new versions published**

**October 2009**

**Summary of review and consultation process**

The review of these unit standards involved consultation with known and potential stakeholders. The two organisations who recorded over 98% of successful assessment results indicated they no longer intended to use the standards. No other interest in the continued use of these standards was found.

**Main changes resulting from the review**

These unit standards will expire in December 2011.

Domain *Service Sector - Management* will lapse in December 2011.

**Unit standards categorised as category D expire at the end of December 2011.**

**Impact on existing provider accreditations**

None.

**Impact on Accreditation and Moderation Action Plan (AMAP)**

None.

**Impact on existing qualifications**

Qualifications that contain the reviewed standards or classifications are tabled below.

<b>Affected</b>	The qualification lists a reviewed classification (domain or subfield) in an elective set The qualification lists a standard that has changes to level or credits The qualification lists a C or D category standard
<b>Not materially affected</b>	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

The following NQS qualifications are affected by the outcome of this review and will be reviewed in 2011.

Qualification title	Classification or standard in the qualification
National Diploma in Business (Level 5) with optional strands in Accounting, Finance, Finance - Māori, Health and Safety Management, Human Resource Management, Māori Business and Management, Marketing, People Development and Coordination, Project Management, Quality Management, and Systems and Resources Management [Ref: 1498]	Service Sector - Management
National Diploma in Business (Level 6) [Ref: 1499]	11830, Service Sector - Management

The following qualifications are also affected by the outcome of this review. The standard setting bodies (SSBs) have been advised that they require revision.

Qualification title	Classification or standard in the qualification	SSB Name
National Diploma in Fire and Rescue Services (Vegetation Fire Fighting - Management) (Level 5) [Ref: 0780]	Service Sector - Management	Fire and Rescue Services Industry Training Organisation
National Certificate in Furniture (Retail and Wholesale) (Level 4) [Ref: 0438]	Service Sector - Management	Forest Industries Training and Education Council
National Diploma in Public Sector Māori with strands in Management, Policy Advice, and Service Delivery [Ref: 0953]	Service Sector - Management	Learning State
National Diploma in Sports Turf Management (Level 6) [Ref: 1272]	Service Sector - Management	New Zealand Sports Turf Industry Training Organisation

### Review Categories and changes to classification, title, level, and credits

All changes are in **bold**.

#### Key to review category

- A** Dates changed, but no other changes are made - the new version of the standard carries the same Id and a new version number
- B** Changes made, but the overall outcome remains the same - the new version of the standard carries the same Id and a new version number
- C** Major changes that necessitate the registration of a replacement standard with a new Id
- D** Standard will expire and not be replaced

Subfield      Service Sector Skills  
 Domain        Service Sector - Management

<b>Id</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
11822	Review and produce sales and/or service policies and procedures	6	6	D
11823	Produce service delivery strategies for goods and/or services operation	6	6	D
11824	Implement and evaluate service delivery strategies for goods and/or services operation	6	6	D
11825	Design and test a disaster recovery plan to ensure sales and/or service continuity	7	6	D
11828	Implement service delivery policies and procedures	6	10	D
11829	Provide solutions for issues that could impact on service delivery	6	6	D
11830	Evaluate service delivery	6	10	D