

Field Service Sector**Review of Service Sector – Core Skills unit standards**

Subfield	Domain	ID
Service Sector Skills	Service Sector – Core Skills	56 , 57, 62, 64 , 376, 378, 11815, 11816, 11818, 11826

NZQA National Qualifications Services has completed the review of the unit standards listed above. The unit standards in **bold** have been reclassified in the *Work and Study Skills* domain in the *Core Generic* subfield. Standard setting responsibility for the remaining unit standards has been transferred to Service IQ.

Date new versions published

September 2015

Planned review date

December 2020

Summary

In 2014, Service IQ formally requested the transfer of standard setting responsibility for standards within domain *Service Sector – Core Skills* from the New Zealand Qualifications Authority (NZQA) National Qualifications Services to Service IQ.

National consultation on the proposed transfer was conducted in December 2014-January 2015 through the NZQA website. As a result of feedback received, the NZQA Board approved the transfer of standard setting responsibility for the majority of the unit standards in the domain.

Two unit standards were not transferred to Service IQ because they indicated they were not applicable to any of their qualifications. Accordingly National Qualifications Services has reclassified them in the *Work and Study Skills* domain.

Main changes

- Standard setting responsibility for unit standards 57, 62, 376, 378, 11815, 11816, 11818, and 11826 has been transferred to Service IQ
- Unit standards 56 and 64 were reclassified in the *Work and Study Skills* domain.

Detailed list of unit standards – 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

Service Sector > Service Sector Skills

Core Generic > Core Generic

ID	Domain	Title	Level	Credit	Review Category
56	Service Sector – Core Skills Work and Study Skills	Attend to customer enquiries face-to-face and on the telephone	1	2	B
64	Service Sector – Core Skills Work and Study Skills	Perform calculations for the workplace	1	2	B

Service Sector > Service Sector Skills

ID	Domain	Title	Level	Credit	Review Category
57	Service Sector – Core Skills Service Delivery	Provide customer service	2	2	B
62	Service Sector – Core Skills Service Delivery	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3	B
376	Service Sector – Core Skills Service Delivery	Employ customer service techniques to accommodate customer behavioural styles in a workplace	3	2	B
378	Service Sector – Core Skills Service Delivery	Provide customer service for international visitors	3	3	B
11815	Service Sector – Core Skills Service Delivery	Answer customer enquiries on the telephone in a wide range of contexts	3	3	B
11816	Service Sector – Core Skills Service Delivery	Respond to customer enquiries by writing in a range of contexts	3	4	B
11818	Service Sector – Core Skills Service Delivery	Demonstrate and apply product and/or service knowledge	3	2	B
11826	Service Sector – Core Skills Service Delivery	Develop and use customer satisfaction measurement tools	4	4	B