
SERVICE SECTOR - CORE SKILLS
Maintain personal presentation in the
workplace

level:	2
credit:	2
planned review date:	December 2005
sub-field:	Service Sector Skills
purpose:	This unit standard is for people working and intending to work in positions involving customer contact. People credited with this unit standard are able to: maintain personal hygiene; present a positive image; and maintain personal presentation and grooming.
entry information:	Open.
accreditation option:	Evaluation of documentation by NZQA.
moderation option:	A centrally established and directed national moderation system has been set up by NZQA.
special notes:	1 In this unit standard <i>enterprise requirements</i> refer to documented instructions about policy and procedures (including service level agreements and the application of legislation to enterprise situations). These instructions are available in the workplace, work site and/or training or educational establishment. Enterprise requirements may include but are not limited to - health and safety requirements, service delivery requirements, special needs requirements, customer complaints requirements.

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- 2 Definitions
enterprise refers to any workplace, work site and/or training or educational establishment;
customer refers to both internal and external customers and refers to the recipient of goods and/or services;
positive customer attitude refers to a genuine concern to assist customers, empathy, and a “can do” approach to meeting customer needs.
- 3 Legislative requirements may include but are not limited to - Privacy Act, 1993; Health and Safety in Employment Act, 1992; Human Rights Act, 1993; and subsequent amendments.
- 4 An assessment resource to support this unit standard can be found on the NZQA website at:
<http://www.nzqa.govt.nz/for-providers/resources/index.html>

Elements and Performance Criteria

element 1

Maintain personal hygiene.

performance criteria

- 1.1 Reasons for personal hygiene for the workplace are identified in accordance with enterprise requirements.

Range: reasons may include but are not limited to - health and safety, customer satisfaction.

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1.2 Personal care requirements are met in accordance with enterprise requirements.

Range: areas for personal care may include but are not limited to - hair, hands and nails, feet, body, face, teeth, and clothing.

element 2

Present a positive image.

performance criteria

2.1 Elements which project a positive image are identified in accordance with enterprise requirements.

Range: elements may include but are not limited to - facial expression, body language, verbal expression, personal appearance; evidence is required for three different elements.

2.2 Communications skills are demonstrated in accordance with enterprise requirements.

Range: skills may include but are not limited to - speaking, listening, body language.

2.3 A positive attitude is demonstrated in accordance with enterprise requirements.

Range: attitude may include but is not limited to - enthusiasm, helpfulness, interest, responsiveness.

2.4 Clothing that is suitable for occupation and position is worn in accordance with enterprise requirements.

Range: clothing may include but is not limited to - uniforms, safety gear, everyday wear.

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element 3

Maintain personal presentation and grooming.

performance criteria

- 3.1 Personal grooming standards are maintained in accordance with enterprise requirements.
- 3.2 Dress and personal presentation are maintained in accordance with enterprise requirements.

Comments on this unit standard

Please contact the NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.

Please Note

Providers must be accredited by the Qualifications Authority or a delegated inter-institutional body before they can register credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by the Qualifications Authority before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for providers wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

This unit standard is covered by AMAP 0023 which can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.