

Title	Apply standard operating procedures and the code of conduct to a work role in a service delivery workplace		
Level	3	Credits	5

Purpose	<p>This unit standard contains a set of core competencies for people working in a service delivery role in the service sector.</p> <p>People credited with this unit standard are able to demonstrate knowledge of standard operating procedures and the code of conduct relevant to a work role in a service delivery workplace; and apply standard operating procedures to a work role in a service delivery workplace.</p>
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Classification	Service Sector Skills > Service Delivery
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Available grade	Achieved
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Guidance Information

1 Definitions

Code of conduct may include but is not limited to – mission, values, expectations, objectives, outcomes, guidelines for behaviour.

Work role refers to working in a service delivery role.

Workplace requirements refer to documented policies and procedures or established protocols for workplace performance and may include but are not limited to – any legal requirements, standards, codes of practice, company and/or site procedures, and any industry best-practice documents.

2 Legislation to be complied with may include but is not limited to:

Health and Safety at Work Act 2015

Privacy Act 2020

Resource Management Act 1991.

3 Evidence for this unit standard must be gathered in the workplace for a service delivery work role.

4 All assessment tasks are to be carried out in accordance with workplace requirements.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of standard operating procedures and the code of conduct relevant to a work role in a service delivery workplace.

Performance criteria

- 1.1 Standard operating procedures are identified and described.
- Range evidence is required of a minimum of two standard operating procedures from the candidate's workplace.
- 1.2 Code of conduct roles and responsibilities are identified and described.
- 1.3 Levels of delegation are identified and described.
- 1.4 Reporting requirements are identified and described.
- 1.5 Environmental and sustainability requirements are identified and described.
- 1.6 Personal presentation requirements are identified and described.
- 1.7 Confidentiality requirements are identified and described.
- 1.8 Consequences of non-compliance with standard operating procedures and the code of conduct are identified and described.

Outcome 2

Apply standard operating procedures to a work role in a service delivery workplace.

Performance criteria

- 2.1 Standard operating procedures are adhered to.
- Range evidence is required of a minimum of two standard operating procedures in the candidate's workplace.
- 2.2 Personal presentation requirements are adhered to.
- 2.3 Productivity, time management and confidentiality requirements are adhered to.
- 2.4 Environmental sustainability requirements are adhered to.
- 2.5 Reporting requirements are adhered to.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	12 December 2013	31 December 2023
Review	2	28 October 2021	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.