

41353 Review levels of service for an asset or asset management activity

Kaupae Level	6
Whiwhinga Credit	20
Whāinga Purpose	This skill standard is for people intending to work in the asset management industry. People with this skill standard will have the skills to review levels of service for an asset or asset management activity. This skill standard aligns with the New Zealand Diploma in Infrastructure Asset Management (Level 6) [Ref: 3180].

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

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Track levels of service for an asset or asset management activity.	a. Levels of service are tracked, and audit data and information are collected that determine performance against stakeholder expectations.
	b. Barriers for achieving the levels of service are tracked and any issues are identified for inclusion in the review.
2. Review levels of service for an asset or asset management activity.	a. Levels of service are reviewed and issues that relate to barriers for achievement, changing circumstances, from benchmarking or technology advancements are identified.
	b. Levels of service are reviewed to ensure they meet stakeholder expectations.
	c. Areas where levels or service are not meeting or exceeding expectations are included in the review.
3. Develop recommendations from the review of levels of service.	a. Recommendations from the review are developed, confirmed by a supervisor, and used to inform a service level review plan.

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

Assessment specifications:

Assessment against this skill standard must acknowledge and respect Te Tiriti o Waitangi – The Treaty of Waitangi, Te Ao Māori mātauranga principles, and cultural variations in communication within this context. This includes differences in reo, dialect, mātauranga, tikanga among different iwi, hapū, rohe.

Evidence provided for assessment against this skill standard must be collected in line with legislative requirements and industry standards.

Assessment for this skill standard should include two levels of service developed by an asset management organisation that demonstrate best practice confirmed by a technical expert.

Definitions:

Assets refer to stationary systems or networks intended to be maintained indefinitely for defined communities through continuous replacement and refurbishment of their components.

Asset management activities refer to strategic, tactical, and operational activities including risk management.

Asset management information system (AMIS) refers to a combination of data, processes, software systems and technology platforms used to enable and support asset management.

Asset management plan is derived from the strategic asset management plan and a written representation of intended asset management programmes for management of infrastructure assets based on the organisation's understanding of service level requirements and the capability to meet those requirements.

Data refers to quantitative facts from AMIS or performance systems e.g. rainfall, met service, NZ Statistics or any other relevant data.

Information is contextual or qualitative material derived from data.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Track levels of service

- Process for developing and tracking levels of service, bridging strategic goals and operational delivery central to long term planning and performance monitoring.
- Barriers to achieving levels of service including resource constraints, rising costs, poor data quality, organisational silos and misalignment, resistance to change.

Review levels of service

- Reviewing levels of service and issues relating to shifting macroeconomic conditions, the complexities of benchmarking in a volatile market, and the disruptive impact of technology, including Artificial Intelligence (AI).
- Relevance of levels of service including where there is an environment of high uncertainty or emergency scenarios, changes in political or economic direction, redundant systems, where levels of service were poorly understood by stakeholders.
- Levels of service exceeding expectations including improved workforce efficiencies.

Recommendations from a service level review

- Service level review plans including evidence-based performance reporting, risk and criticality analysis, financial and lifecycle assessment, review and improvement process, compliance, and sustainability check.

Rauemi | Resources

- Asset Management Programme Guidance, available from qualifications@energyinfra-skill.nz.

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Energy and Infrastructure Industry Skills Board
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Engineering and Technology > Infrastructure Civil Engineering > Infrastructure Asset Management
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0120

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	30 July 2026	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2031		

Please contact Energy and Infrastructure Industry Skills Board at qualifications@energyinfra-skill.nz to suggest changes to the content of this skill standard.