

**Field      Service Sector****Review, Revision and Rollover of *Service Sector - Core Skills* unit standards**

| <b>Subfield</b>       | <b>Domain</b>                | <b>ID</b>  |
|-----------------------|------------------------------|--|
| Service Sector Skills | Service Sector - Core Skills | <b>56, 57</b> , 62, 64, 378, 11815, <i>11816, 11818, 11826</i> |

NZQA National Qualifications Services has completed the review, revision, and rollover of the unit standards listed above. The unit standards in **bold** have been reviewed. The unit standards in *italics* have been rolled over.

**Date new versions published**

**July 2014**

**Planned review date**

**December 2015**

**Summary**

In 2013, NZQA National Qualifications Services initiated the review and revision of unit standards from the subfields *Core Generic* and *Service Sector Skills* because of concerns raised by assessors or moderators.

A review panel was established following a nomination process, and convened for a series of meetings from August-December 2013. Unit standards for review were discussed by this review panel and changes were made to address the difficulties expressed by assessors and moderators.

Four unit standards were changed to the new template without revision.

National consultation on the reviewed and revised standards was conducted throughout February 2014 through the NZQA website. As a result of feedback received, the unit standards were amended after consultation with the panel.

**Main changes**

- Places in which assessment may occur have been clarified in unit standards 56, 57, 62 and 11815.
- Unit standards 56 and 57 were reviewed and there were changes to explanatory notes and evidence requirements.
- Unit standards 62, 64, and 11815 were revised and there were minor changes to explanatory notes and/or evidence requirements.
- Unit standards 378, 11816, 11818, and 11826 were changed to a new template without any changes to content.

## Detailed list of unit standards – classification, title, level, and credits

### Reviewed standards

| Key to review category |   |
|------------------------|---|
| <b>A</b>               | Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number           |
| <b>B</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 |
| <b>C</b>               | Major changes that necessitate the registration of a replacement standard with a new ID   |
| <b>D</b>               | Standard will expire and not be replaced  |

### Service Sector > Service Sector Skills > Service Sector - Core Skills

| ID | Title  | Level | Credit | Review Category |
|----|--|-------|--------|-----------------|
| 56 | Attend to customer enquiries face-to-face and on the telephone | 1     | 2      | B               |
| 57 | Provide customer service                                       | 2     | 2      | B               |

### Revised/rolled over standards

### Service Sector > Service Sector Skills > Service Sector - Core Skills

| ID    | Title  | Level | Credit |
|-------|--|-------|--------|
| 62    | Maintain personal presentation and a positive attitude in a workplace involving customer contact | 2     | 3      |
| 64    | Perform calculations for the workplace   | 1     | 2      |
| 378   | Provide customer service for international visitors  | 3     | 3      |
| 11815 | Answer customer enquiries on the telephone in a wide range of contexts                           | 3     | 3      |
| 11816 | Respond to customer enquiries by writing in a range of contexts                                  | 3     | 3      |
| 11818 | Demonstrate and apply product and/or service knowledge   | 3     | 2      |
| 11826 | Develop and use customer satisfaction measurement tools  | 4     | 4      |