**Field        Service Sector**

**Review of *Service Delivery* unit standards**

| Subfield | Domain | ID |
|---|---|---|
| Service Sector Skills | Service Delivery | 57, 62, 376, 378, 11815, 11816, 11818, 11826, 26255, 27927-27929, 27935, 27936, 27938, 27960-27962, 28145, 28146 |

ServiceIQ has completed the review of the unit standards listed above.

| **Date new versions published** | **October 2021** |
|---|---|

| **Planned review date** | **December 2025** |
|---|---|

**Summary**

Standards were scheduled for review.  Drafts were placed on ServiceIQ website and all interested parties including providers, ITOs, consent to assess holders, and industry were notified and invited to comment and contribute.  Contribution was also gathered from ServiceIQ Moderation and Assessment Writing teams.  After feedback was gathered the agreed versions were established, the reviewed standards were submitted to NZQA for evaluation.

**Main changes**

- Unit standard 11818 title was changed to remove ambiguity, the amount of evidence and credits were increased to better reflect the work and time required to achieve the standard.
- Titles were changed for unit standards 27927, 27928, 27929, 27936, and 27962 to better reflect their content.
- Minor changes were made to the wording of guidance information, outcome and performance criteria throughout the suite of standards for clarity.
- Legislation was updated.
- Purpose statements were clarified to cater to a wide range of service sector industries.

**The last date for assessment of superseded versions of Category B unit standards is December 2023**

**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 > Service Delivery

| ID | Title | Level | Credit | Review Category |
|---|---|---|---|---|
| 57 | Provide customer service | 2 | 2 | B |
| 62 | Maintain personal presentation and a positive attitude in a workplace involving customer contact | 2 | 3 | B |

| ID | Title | Level | Credit | Review Category |
|---|---|---|---|---|
| 376 | Employ customer service techniques to accommodate customer behavioural styles in a workplace | 3 | 2 | B |
| 378 | Provide customer service for international visitors | 3 | 3 | B |
| 11815 | Answer customer enquiries on the telephone in a wide range of contexts | 3 | 3 | B |
| 11816 | Respond to customer enquiries by writing in a range of contexts | 3 | 4 | B |
| 11818 | Demonstrate and apply product and/or service knowledge<br>**Demonstrate and apply product or service knowledge in a service delivery workplace** | 3 | 2<br><br>**4** | B |
| 11826 | Develop and use customer satisfaction measurement tools | 4 | 4<br>**8** | B |
| 26255 | Conduct business research in a service delivery organisation | 5 | 10 | B |
| 27927 | Apply health, safety and security practices to service delivery operations<br>**Apply health, safety and security practices to a work in a role in a service delivery operations** | 3 | 5 | B |
| 27928 | Interact with other staff, managers and customers to provide service delivery outcomes<br>**Interact with other staff and managers, and customers to provide service delivery outcomes** | 3 | 5 | B |
| 27929 | Apply standard operating procedures and the code of conduct to a work role in a service delivery organisation<br>**Apply standard operating procedures and the code of conduct to a work role in a service delivery workplace** | 3 | 5 | B |
| 27935 | Apply staffing strategies to achieve service delivery outcomes for operational roles in a service delivery organisation<br>**Analyse and apply staffing strategies to achieve service delivery outcomes** | 5 | 10 | B |
| 27936 | Manage operating procedures and compliance requirements to meet service delivery outcomes<br>**Manage compliance requirements and operating procedures to meet service delivery outcomes** | 5 | 10 | B |
| 27938 | Manage staff to meet service delivery outcomes | 5 | 10 | B |
| 27960 | Monitor and maintain health, safety and security practices for a service delivery organisation | 4 | 5 | B |
| 27961 | Monitor and maintain staff performance and interactions with customers to meet service delivery outcomes | 4 | 5 | B |
| 27962 | Monitor and maintain the application of standard operating policies and procedures in a service delivery organisation<br>**Monitor and maintain the application of standard operating policies and procedures in a service delivery workplace** | 4 | 5 | B |
| 28145 | Interact with customers in a service delivery context | 2 | 2 | B |
| 28146 | Prepare for and handle payment transactions in a service delivery context | 3 | 4 | B |