

Field Service Sector

Registration of *Service Delivery* skill standards

Ringa Hora Services Workforce Development Council has completed the development of two new skill standards.

Date new versions published

June 2024

Planned review date

December 2029

Summary

Ringa Hora Services Workforce Development Council has developed two new skill standards that will incorporate essential and transferable service delivery skills.

These skill standards have been developed to meet the requirements of a planned common core services micro-credential, and the common core of a planned Level 3 New Zealand Certificate in Service Sector Skills Level 3 [Ref: 5025]. They are also designed to be flexible enough to be used in programmes towards other qualifications.

Consultation and development occurred during 2023 as part of the Future of Service Skills (FoSS) - Waihangatia te Āmua Ao project, with a broad range of representatives of New Zealand's services sector, including industry associations, employers, government agencies, and training providers. Through online meetings, interviews and surveys, Ringa Hora co-created new service sector skill standards and considered feedback to ensure the new skill standards would be fit for purpose. Changes were made to the skill standards taking into consideration feedback received.

Main changes

- Two new skill standards were developed.

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

Service Sector > Service Sector Skills > Service Delivery

ID	Title	Level	Credit	Review Category
40045	Apply customer service techniques to provide quality customer service interactions	3	10	New
40048	Work effectively in a team to foster a safe, sustainable, and productive workplace	3	10	New