

Field Service Sector**Revision of *Service Delivery* unit standard 28146**

Subfield	Domain	ID
Service Sector Skills	Service Delivery	28146

Ringa Hora Services Workforce Development Council (WDC) has completed the revision of the unit standard listed above.

Date new version published**September 2024****Planned review date****December 2025****Summary**

This unit standard was developed before covid. During covid minimum cash changed hands and contactless payment was encouraged. A possible barrier was created for companies that continued using contactless payments. This created a barrier for completing this unit standard. This standard will undergo a full review in 2025. In the interim the request is to remove 'cash' from the Performance Criteria (PC). PC statements relating to 'cash handling' were removed and 'cash' was added to the range statements. This resulted in a reduction and re-numbering of the PCs.

Main changes

- Performance Criteria 1.2, 1.3, and 2.2 were removed.
- Performance Criteria 1.1, 1.5 and 2.3 were updated.