

Title	Demonstrate and apply product or service knowledge in a service delivery workplace		
Level	3	Credits	4

Purpose	<p>This unit standard is for people who work, or wish to work, in the sales or customer service environment.</p> <p>People credited with this unit standard are able to demonstrate knowledge of product or service in a service delivery workplace, and apply product or service knowledge in own work practices.</p>
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Classification	Service Sector Skills > Service Delivery
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Available grade	Achieved
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Guidance Information

- 1 Assessment for this unit standard must take place in an actual, real workplace environment, or at least in a simulated workplace environment which uses *workplace requirements* that are those of an actual, real workplace and that reflect the standards of the workplace rather than those of the provider of the training.
- 2 Definitions
Work practices refer to all activities associated with the candidate's job.
Workplace refers to any worksite and/or training or educational establishment that has a simulated worksite.
Workplace requirements refer to documented policies and procedures or established protocols for workplace performance and may include but are not limited to – any legal requirements, standards, codes of practice, company and/or site procedures, and any industry best-practice documents.
- 3 The following legislation and subsequent amendments provide reference, where needed, for this unit standard:
Consumer Guarantees Act 1993
Credit Contracts and Consumer Finance Act 2003
Fair Trading Act 1986
Human Rights Act 1993
Privacy Act 2020.
- 4 All assessment tasks are to be carried out in accordance with workplace requirements.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of product or service in a service delivery workplace.

Performance criteria

1.1 Knowledge of a selected product or service is current in relation to circulated memos, manuals, brochures, and external information.

1.2 Aspects of product or service information are explained in accordance with product or service specifications.

Range aspects of knowledge of products and/or services may include but are not limited to – specifications, range, features, product use, after-sales service, price, legal requirements; evidence of four aspects is required.

1.3 Opportunities to broaden product or service knowledge are investigated and evaluated.

Range opportunities may include but are not limited to – internal and external seminars, courses, coaching, reading, observation.

Outcome 2

Apply product or service knowledge in own work practices.

Performance criteria

2.1 Information that affects products or service delivery is noted, and changes are made to ensure own work practices are up to date with current workplace requirements.

Range current workplace requirements may include but are not limited to – legislative, best practice, procedural.

2.2 Application of product or service knowledge is demonstrated.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	27 April 1998	31 December 2014
Review	2	26 September 2001	31 December 2014
Review	3	16 July 2010	31 December 2017

Process	Version	Date	Last Date for Assessment
Rollover	4	17 July 2014	31 December 2017
Review	5	17 September 2015	31 December 2023
Revision	6	21 January 2016	31 December 2023
Review	7	28 October 2021	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.