

<b>Title</b>	<b>Provide safe and secure customer-focussed reception services</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to provide safe and secure customer-focussed reception services.
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<b>Classification</b>	Business Administration > Business Administration Services
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<b>Available grade</b>	Achieved
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## Guidance Information

### 1 Definitions

*Cultural sensitivity* relates to people's age, gender, diversity within races, sexual orientation, special needs, and religion.

*Emergency or crisis handling* refers to handling emergency procedures for fire, earthquake, hold-up, bomb scare; contact information for emergency services and for safety officer; contact information and procedures for medical and first aid emergencies.

*Organisational requirements* refer to the routine processes followed, consistent with relevant organisational policies and procedures, which can be documented or based on workplace good practice models.

*Time management skills* refer to analysis of activities, prioritisation of tasks, budgeting of time, identification of time wasters, review of use of own time.

### 2 Legislation relevant to this unit standard includes but is not limited to the:

Copyright Act 1994

Harmful Digital Communications Act 2015

Health and Safety at Work Act 2015

Human Rights Act 1993

Local Government Official Information and Meeting Act 1987

Official Information Act 1982

Privacy Act 1993

Unsolicited Electronic Messages Act 2007

and any subsequent amendments.

Current legislation can be accessed at <http://legislation.govt.nz/>.

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## Outcomes and performance criteria

### Outcome 1

Provide safe and secure customer-focussed reception services.

**Performance criteria**

1.1 Guidelines for providing customer service interactions in a reception role are produced in accordance with organisational requirements and relevant legislation.

Range guidelines include – customer interactions, visitor security system/s, handling an emergency or crisis; evidence of four customer service interactions and three emergency or crisis handling procedures.

1.2 Office reception services are provided in accordance with guidelines, organisational requirements and relevant legislation.

Range services include – customer interactions, appointments, diary management, receptionist records, operation of telecommunications equipment, internal and external information provision, visitor security system, handling an emergency or crisis.

1.3 Skills and behaviours for reception services are demonstrated in accordance with organisational requirements and relevant legislation.

Range skills and behaviours include but are not limited to – cultural sensitivity, time management skills, verbal and non-verbal communication, empathy, professional image, management of conflict, maintenance of confidentiality, discretion, respect for people and information, ascertaining requirements, problem-solving, positive attitude.

<b>Planned review date</b>	31 December 2024
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	30 March 1993	31 December 2012
Review	2	27 June 1996	31 December 2012
Review	3	28 April 1997	31 December 2012
Review	4	28 June 1999	31 December 2012
Review	5	26 September 2005	31 December 2012
Review	6	9 December 2010	31 December 2017
Rollover and Revision	7	16 April 2015	31 December 2022
Review	8	27 February 2020	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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**Comments on this unit standard**

Please contact NZQA National Qualifications Services [nqs@nzqa.govt.nz](mailto:nqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.