

Title	Explain process, and develop and measure levels of service for infrastructure assets		
Level	5	Credits	10

Purpose	<p>This unit standard is for people who work within the infrastructure asset management sector.</p> <p>People credited with this unit standard are able to: explain process for developing levels of service for infrastructure assets; and develop and measure levels of service for an infrastructure asset group.</p>
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Classification	Infrastructure Civil Engineering > Infrastructure Asset Management
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Available grade	Achieved
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Guidance Information

- The following requirements apply to this unit standard:
International Infrastructure Management Manual (IIMM) guidelines available at <https://www.ipwea.org/>;
 ISO 55000 series available at <https://www.iso.org/>;
 the ethical codes and standards relevant to a professional body or bodies; and
 legislative requirements which may include but are not limited to:
 Treaty of Waitangi Act 1975,
 Health and Safety at Work Act 2015,
 Resource Management Act 1991,
 Building Act 2004,
 Copyright Act 1994,
 Local Government Act 2002,
 Public Works Act 1981,
 Land Transport Management Act 2003, and subsequent amendments.
- Assessment against this unit standard must be based on evidence from the workplace context. Evidence must be in accordance with IIMM guidelines and organisational requirements.
- Definitions**
Infrastructure assets typically refer, but are not limited, to asset groups such as roads and bridges, airports, railways, ports, parks and recreation facilities, water supply systems, stormwater systems, wastewater systems, flood and land drainage systems, solid waste management, telecommunications, energy, and infrastructure buildings and facilities.

Organisational requirements refer to strategies, policies, procedures, and requirements of the candidate's organisation.

Outcomes and performance criteria

Outcome 1

Explain process for developing levels of service for infrastructure assets.

Performance criteria

1.1 Process for developing levels of service for infrastructure assets is explained.

Range identifying and communicating with stakeholders, service level options including measurement, project plan, delivering value.

Outcome 2

Develop and measure levels of service for an infrastructure asset group.

Performance criteria

2.1 A service level review project plan is developed.

2.2 Stakeholder service standards are developed.

2.3 Stakeholder communication plan is developed and implemented.

2.4 Levels of service are defined, developed and measured.

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	26 March 2007	31 December 2017
Review	2	19 May 2016	31 December 2022
Revision	3	28 September 2017	31 December 2022
Review	4	22 October 2020	N/A

Consent and Moderation Requirements (CMR) reference	0101
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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 Connexis - Infrastructure Industry Training Organisation qualifications@connexis.org.nz if you wish to suggest changes to the content of this unit standard.