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| Title | Provide customer assistance for the maintenance, repair, remake and/or redesign of jewellery | | |
| Level | 3 | Credits | 3 |

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| Purpose | People credited with this unit standard are able to arrange for the maintenance and/or repair of jewellery, and provide customer assistance for the remake and/or redesign of jewellery. |
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| Classification | Retail, Distribution, and Sales > Jewellery Sales and Service |
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| Available grade | Achieved |
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Explanatory notes

- 1 This unit standard is based on the unit of competency SIRRRPK008A, *Recommend jewellery products and services*. ServiceIQ acknowledges the assistance provided by the Australian Service Industries Skills Council (Service Skills Australia) in permitting the unit of competency to be used as the basis for this unit standard.
- 2 **Definitions**
Agreed indicates a course of action that is accepted between two or more people and which follows organisational procedures.
Jewellery includes rings, necklaces, bracelets, chains, brooches, earrings, watches.
Organisational procedures referred to in this unit standard may include but are not limited to the applicable procedures found in the following: organisational performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.
- 3 All tasks are to be carried out in accordance with organisational procedures, the organisation being the enterprise carrying out the work.
- 4 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.
- 5 Evidence for this unit standard may be collected over more than one customer interaction.

Outcomes and evidence requirements

Outcome 1

Arrange for the maintenance or repair of jewellery.

Range maintenance or repair may include but is not limited to – resizing, attachments, battery replacement, strap replacement, clasp replacement, reassembly, stone resetting;
evidence of three instances of maintenance or repair is required.

Evidence requirements

1.1 The arrangements for jewellery maintenance or repair are identified and described to the customer.

1.2 The arrangements for the maintenance or repair are agreed to with the customer.

Range type of maintenance or repair, timeframe, quoted cost.

1.3 The arrangements for the maintenance or repair are recorded and processed.

Range include but are not limited to – customer name, customer address, customer contact telephone numbers, type of maintenance or repair, special requests, agreed option, quoted costs, payment notes, pick-up date, labelling, storage, security.

Outcome 2

Provide customer assistance for the remake or redesign of jewellery.

Range minimum of one remake and one redesign required.

Evidence requirements

2.1 Requirements for the remake or redesign of jewellery are identified and agreed to with the customer.

Range estimates, alternative options, outsourcing.

2.2 Details and requirements for the remake or redesign of jewellery are recorded and processed.

Range customer name, customer address, customer contact telephone numbers;
requirements include but are not limited to – special requests, agreed option, quoted costs, payment notes, pick-up date, labelling, storage, security.

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| Planned review date | 31 December 2021 |
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Status information and last date for assessment for superseded versions

| Process | Version | Date | Last Date for Assessment |
|--------------|---------|-----------------|--------------------------|
| Registration | 1 | 20 March 2008 | 31 December 2018 |
| Review | 2 | 8 December 2016 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0225 |
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

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