

Title	Apply health, safety and security practices to a work role in a service delivery workplace		
Level	3	Credits	5

Purpose	<p>This unit standard contains a set of core competencies for people working in a service delivery role in the service sector.</p> <p>People credited with this unit standard are able to demonstrate knowledge of and apply health, safety and security practices relevant to a work role in a service delivery workplace.</p>
----------------	---

Classification	Service Sector Skills > Service Delivery
-----------------------	--

Available grade	Achieved
------------------------	----------

Guidance Information

1 Definitions

A work role refers to working in a service delivery role.

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.

2 Legislation to be complied with may include but is not limited to:

Health and Safety at Work Act 2015

Resource Management Act 1991.

3 Evidence for the practical components of this unit standard must be gathered in the workplace for a service delivery work role.

4 All assessment tasks are to be carried out in accordance with workplace requirements.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of health and safety practices relevant to a work role in a service delivery workplace.

Performance criteria

- 1.1 Health and safety practices are identified and described.
- Range evidence is required of a minimum of two different health and safety practices from the candidate's workplace.
- 1.2 Health and safety roles and responsibilities are identified and described in terms of the impact on the candidate's job role.
- 1.3 Procedures for reporting health and safety accidents are identified and described.
- 1.4 Procedures for responding to emergencies encountered in an organisation that provides service delivery outcomes are identified and described.
- Range emergencies include but are not limited to – medical, physical, environmental.
- 1.5 Manual handling techniques required are identified and described.

Outcome 2

Apply health and safety practices relevant to a work role in a service delivery workplace

Performance criteria

- 2.1 Hazards are identified and actions taken to minimise, isolate or eliminate them.
- Range evidence is required of a minimum of two hazards in the candidate's workplace.
- 2.2 Personal protective equipment required is identified and worn.
- 2.3 Health and safety practices are applied.
- 2.4 Accident and/or incident reports are completed, where required.

Outcome 3

Apply security practices in a service delivery workplace.

Performance criteria

- 3.1 Procedures for ensuring customer security are identified and applied.
- 3.2 Procedures for ensuring establishment security are identified and applied.
- 3.3 Procedures for identifying external contractors and their access requirements are identified and applied.

Replacement information	This unit standard replaced unit standard 14465 and unit standard 25513.
--------------------------------	--

Planned review date	31 December 2025
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	12 December 2013	31 December 2023
Review	2	28 October 2021	N/A

Consent and Moderation Requirements (CMR) reference	0112
--	------

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.