

| | | | |
|--------------|---|----------------|----------|
| 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

- 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.
- Legislation to be complied with may include but is not limited to:**
 Health and Safety at Work Act 2015
 Resource Management Act 1991.
- Evidence for the practical components of this unit standard must be gathered in the workplace for a service delivery work role.**
- 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 2027 |
|----------------------------|------------------|

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 |
| Rollover | 3 | 25 September 2025 | 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 Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.