

Title	Interact with other staff and managers, and customers to provide service delivery outcomes		
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 interact with other staff and managers, and customers to provide service delivery outcomes.</p>
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Classification	Service Sector Skills > Service Delivery
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Available grade	Achieved
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Guidance Information

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

Outcomes and performance criteria

Outcome 1

Interact with other staff and managers to provide service delivery outcomes.

Performance criteria

- 1.1 Information about service requirements is communicated to other staff members.

- 1.2 Job and contract requirements are identified and clarified with managers.
- Range requirements may include but are not limited to – rosters, absences, leave, policies, procedures, job tasks.
- 1.3 Any changes to staff contract requirements are communicated to managers and other staff.
- Range changes may include but are not limited to – rosters, start and finish times, absences, leave.

Outcome 2

Interact with customers to provide service delivery outcomes.

Performance criteria

- 2.1 Customers are acknowledged in a manner that reflects the candidate's job role.
- Range acknowledgement may include but is not limited to – greeting, offering assistance, providing a service.
- 2.2 Customers are advised on workplace facilities or services.
- Range may include but is not limited to – eliciting customer needs, appropriate for the recipient.

Replacement information	This unit standard replaced unit standard 14464.
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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	12 December 2013	31 December 2023
Review	2	28 October 2021	N/A

Consent and Moderation Requirements (CMR) reference	0112
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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 ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.