

<b>Title</b>	<b>Analyse and apply staffing strategies to achieve service delivery outcomes</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	<p>This unit standard contains a set of competencies for experienced people who are supervising others in a service delivery role in the service sector.</p> <p>People credited with this unit standard are able to analyse and apply staffing strategies to achieve service delivery outcomes.</p>
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<b>Classification</b>	Service Sector Skills > Service Delivery
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<b>Available grade</b>	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:  
Accident Compensation Act 2001  
Employment Relations Act 2000  
Health and Safety at Work Act 2015  
Innkeepers Act 1962  
Privacy Act 2020.
- 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.

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### Outcomes and performance criteria

#### Outcome 1

Analyse staffing strategies to enable service delivery outcomes to be achieved.

**Performance criteria**

- 1.1 Current use of staff time is analysed to determine areas for improvement to meet service delivery outcomes.
- Range analysis may include but is not limited to – current use of personal and work time, cost/benefit of time used, productivity, work prioritisation.
- 1.2 Staff training requirements are analysed to determine future training and assessment needs to meet service delivery outcomes.
- 1.3 Internal communication strategies are analysed to determine their effectiveness in providing service delivery outcomes.

**Outcome 2**

Apply staffing strategies to enable service delivery outcomes to be achieved.

**Performance criteria**

- 2.1 Techniques and measures to improve use of productive time to meet service delivery outcomes are applied.
- Range techniques and measures may include but are not limited to – setting priorities, deadlines, schedules, minimising unproductive time and personal overload, evaluating effectiveness.
- 2.2 Staff training and assessment plans are implemented to improve service delivery outcomes.
- 2.3 Performance targets to meet service delivery outcomes are communicated to staff using appropriate communication strategies for the operational role.
- Range communication strategies may include but are not limited to – face-to-face, email, phone, other electronic media, staff meetings and/or briefings, newsletters.
- 2.4 Information and performance requirements for staff for service delivery outcomes are specified in accordance with customer needs.

<b>Planned review date</b>	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

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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### Comments on this unit standard

Please contact ServiceIQ [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.