

Title	Manage compliance requirements and operating procedures to meet service delivery outcomes		
Level	5	Credits	10

Purpose	<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 manage compliance requirements and operating procedures to meet 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
Innkeepers Act 1962
Privacy Act 2020
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

Manage compliance requirements to meet service delivery outcomes.

Performance criteria

- 1.1 Legislative requirements related to the candidate's work area are identified and managed.
- Range evidence is required of a minimum of three legislative requirements from the candidate's workplace.
- 1.2 Current work practices in relation to resource usage in the candidate's work area are investigated to determine areas for improvement in resource efficiency.
- Range resource usage may include but is not limited to – environmental regulations, resource-efficient systems and procedures, purchasing strategies, work practices, environmental sustainability.
- 1.3 Environmental performance strategies are managed to meet agreed service delivery outcomes.
- Range strategies may include but are not limited to – set targets for resource usage improvement, use of techniques and tools, continuous improvement strategies, environmental and resource efficiency improvement plans, costing strategies.
- 1.4 Health and safety policies and procedures are managed to meet service delivery outcomes in accordance with legislative requirements.

Outcome 2

Manage operating procedures to meet service delivery outcomes.

Range evidence is required of operating procedures used in the candidate's work area.

Performance criteria

- 2.1 Standard operating procedures and code of conduct requirements are managed.
- 2.2 Staff rosters are managed to provide efficient service delivery in the candidate's work area.
- Range managing includes but is not limited to – correct number of staff; trained staff; coverage for leave, absences, training; contingencies.
- 2.3 Revenue items for candidate's work area are identified and managed to improve cost efficiency to meet service delivery outcomes.
- 2.4 Profitability for candidate's work area is monitored to detect any variance.
- 2.5 Reporting requirements that apply to the candidate's work area are managed to ensure performance accountability to meet service delivery outcomes.

Planned review date	31 December 2027
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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
Rollover	3	25 September 2025	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 Ringa Hora Services Workforce Development Council
qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.