Title	Manage staff to meet service delivery outcomes		
Level	5	Credits	10

Purpose	This unit standard contains a set of competencies for experienced people who are supervising others in a service delivery role in the service sector. People credited with this unit standard are able to manage staff to meet service delivery outcomes.

Classification	Service Sector Skills > Service Delivery

Available grade	Achieved

Guidance Information

1   Definitions
     Conflict refers to perceived differences between two or more parties that result in opposition. This could include staff and staff, staff and customers or staff and management conflict. For assessment against this unit standard, the candidate should not be involved in the conflict and should instead be managing conflict involving other people. The confidentiality and privacy of all of the people involved in the conflict must be respected at all times.
     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 conflict situations that arise in work roles to ensure service delivery outcomes are met.

Range   evidence is required of conflict situations specific to the candidate's work area.

Performance criteria

1.1   The issues relating to the specific service delivery interpersonal conflict situation are identified and explained in terms of their impact on the specific work area.

         Range   evidence is required of a minimum of three examples of conflict situations.

1.2   Strategies are developed and implemented to manage the interpersonal conflict situation to minimise the impact on service delivery outcomes.

         Range   strategies include but are not limited to – including each party's requirements, realistic and achievable, communication with all parties, monitoring progress.

1.3   Strategy is evaluated in terms of what went well and opportunities for future improvements in staff relationships.

Outcome 2

Manage performance of work roles to ensure service delivery outcomes are met.

Performance criteria

2.1   Staff performance is monitored against service delivery work roles and any issues actioned to ensure service delivery outcomes are met.

2.2   Feedback on performance is given to improve service delivery outcomes.

         Range   feedback includes but is not limited to – context; time; place; privacy; balanced and objective; uses appropriate language, voice modulation, and non-verbal signals.

2.3   Opportunities for performance improvement to improve service delivery outcomes are identified and communicated to the recipient.

Outcome 3

Coordinate staff to achieve work objectives to ensure service delivery outcomes are met.

Performance criteria

3.1   Work objectives to meet service delivery outcomes are communicated to staff.

3.2   Workflow is planned to achieve work objectives to ensure service delivery outcomes are met.

3.3   Progress towards achieving work objectives is monitored and any issues actioned to ensure service delivery outcomes are met.

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.