

Title	Monitor and maintain health, safety and security practices for a service delivery organisation		
Level	4	Credits	5

Purpose	<p>This unit standard contains a set of competencies for people who are working in a service delivery role in the service sector.</p> <p>People credited with this unit standard are able to monitor and maintain specific health and safety practices, and security procedures for work roles in an organisation that provides 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 within the candidate's area of responsibility.

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

Outcomes and performance criteria

Outcome 1

Monitor and maintain health and safety practices for work roles in an organisation that provides service delivery outcomes.

Range evidence is required of a minimum of three health and safety practices in the candidate's workplace.

Performance criteria

- 1.1 Procedures for monitoring and maintaining the application of health and safety practices related to service delivery outcomes are outlined in accordance with legislative requirements.
- 1.2 Staff are monitored to ensure personal protective equipment is worn correctly, and any issues are actioned.
- 1.3 Health and safety practices are monitored to ensure compliance with service delivery outcomes, and any issues are actioned.
- 1.4 Accident and incident reports related to service delivery outcomes are monitored and actioned, where required.

Outcome 2

Monitor and maintain the application of security procedures for work roles in an organisation that provides service delivery outcomes.

Performance criteria

- 2.1 Procedures for ensuring customer security are monitored to ensure compliance, and any issues are actioned.
- 2.2 Procedures for ensuring establishment security are monitored to ensure compliance, and any issues are actioned.
- 2.3 Procedures for ensuring staff security are monitored to ensure compliance, and any issues are actioned.

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 2016
Review	2	22 August 2014	31 December 2017
Revision and Rollover	3	20 August 2015	31 December 2023
Review	4	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.