

<b>Title</b>	<b>Monitor and maintain staff performance and interactions with customers to meet service delivery outcomes</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This unit standard contains a set of competencies for people working in a service delivery role in the service sector.</p> <p>People credited with this unit standard are able to monitor and maintain staff performance and interactions with customers to ensure service delivery outcomes are met.</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:  
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.

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### Outcomes and performance criteria

#### Outcome 1

Monitor and maintain staff performance requirements to ensure service delivery outcomes are met.

**Performance criteria**

1.1 Staff performance requirements to meet service delivery outcomes are clarified with managers.

Range performance requirements may include but are not limited to – rosters, absences, leave, job tasks, standards of performance, dress code, personal hygiene requirements.

1.2 Performance requirements are monitored to ensure compliance with service delivery outcomes and any issues are actioned.

1.3 Any non-performance against service delivery outcomes is reported to the candidate's manager.

**Outcome 2**

Monitor and maintain staff interactions with customers to ensure service delivery outcomes are met.

**Performance criteria**

2.1 Staff interactions with customers are monitored to ensure customers are acknowledged, any issues are actioned.

Range acknowledgement may include but is not limited to – greeting, offering assistance, providing a service.

2.2 Advice on establishment facilities and/or services communicated to customers is monitored to ensure it is current and correct and meets 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 2017
Revision and Rollover	2	20 August 2015	31 December 2023
Review	3	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>.

**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.