

<b>Title</b>	<b>Monitor and maintain the application of standard operating policies and procedures in a service delivery workplace</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 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 the application of the code of conduct and standard operating policies and procedures in an organisation that provides 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 Definitions
 

*Code of conduct* may include but is not limited to – mission, values, expectations, objectives, outcomes, guidelines for behaviour.

*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  
 Privacy Act 2020  
 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 the application of the code of conduct in an organisation that provides service delivery outcomes.

**Performance criteria**

- 1.1 Roles and responsibilities covered by the code of conduct are monitored to ensure compliance and any issues actioned.
- 1.2 Levels of delegation related to the candidate's area of responsibility are implemented and maintained.
- 1.3 Confidentiality requirements related to the candidate's area of responsibility are monitored to ensure compliance and any issues are actioned.

**Outcome 2**

Monitor and maintain the application of standard operating policies and procedures in an organisation that provides service delivery outcomes.

**Performance criteria**

- 2.1 The application of standard operating procedures to work roles is monitored to ensure compliance and any issues are actioned.
- Range evidence is required of a minimum of three standard operating procedures in the candidate's area of responsibility.
- 2.2 Staff's personal presentation requirements are monitored to ensure compliance and any issues are actioned.
- 2.3 Productivity and time management expectations of staff are monitored to ensure compliance and any issues are actioned.
- 2.4 Environmental sustainability expectations of staff are monitored to ensure compliance and any issues are actioned.
- 2.5 Reporting requirements of staff are monitored to ensure compliance and any issues are actioned.

<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>.

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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.