

Service Skills Common Core Micro Credential (DRAFT)

Level 3, 20 credits

Ringa Hora Services

Workforce Development Council (7010)

Listing

Classification (NZSCED)

12	05	05	Work Practices Programmes
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Purpose

The purpose of this micro-credential is to provide a credential that facilitates the recognition of core, transferable service sector skills.

This micro credential is for people who wish to excel in roles where customer service is provided, and is designed to meet the Graduate Profile Outcomes One and Two of the New Zealand Certificate in Service Sector Skills (Level 3)*.

Individuals will be able to demonstrate their competence in delivering quality customer service, resolving issues, and working collaboratively within a team. It equips them with effective communication techniques, problem-solving skills, adaptability in service delivery, professionalism and ethical behaviour, knowledge of customer service best practices, and the ability to leverage technology.

Individuals will be able to work as part of an effective team to foster a safe, sustainable, and productive workplace by enhancing collaboration, workplace culture and team performance, personal responsibility and behaviour, and task management and execution.

Individuals will be able to adhere to appropriate legislation, regulations, and procedures.

Outcome

On successful completion of this micro-credential, learners/ākonga will be able to:

1. Deliver professional, ethical and inclusive service in a sector requiring service skills.
2. Apply industry regulations and standards, and business and environmental procedures in a service-oriented environment. Utilise self-management, wellbeing, and resilience strategies to effectively adapt and display the required behaviours and norms of a service-focused role.

Assessment standards

ID	Title	Level	Credit	Version
(Skill Standard)	Provide customer service experiences in a service sector role.	3	10	1
(Skill Standard)	Work as part of an effective team to foster a safe, sustainable, and productive workplace.	3	10	1

Learning outcomes

On successful completion learners/ākonga will be able to:

1. Apply a variety of techniques and solutions to provide customer service experiences to both individuals and groups within a service environment
2. Work effectively in a team within an organisation.
3. Apply industry regulations and standards, and business and environmental procedures in a service-oriented environment.
4. Utilise self-management, wellbeing, and resilience strategies to effectively adapt and display the required behaviours and norms of a service-focused role.

Admission

Entry requirements: Open

Credit recognition and transfer, recognition of prior learning

Holders of either or both skill standards can have them credited towards this micro credential.

This micro credential can be credited towards the graduate profile outcomes of the following qualifications (EXAMPLE):

Qualification	Graduate Profile Outcome(s)
New Zealand Certificate in Service Sector Skills (Level 3)*	1, 2
New Zealand Certificate in Contact Centres (Level 3)	1, 2, 3
New Zealand Certificate in Tourism (Level 3) with strand in Tourism and Travel	1, 2
New Zealand Certificate in Hospitality (Level 3)	1, 2, 3
New Zealand Certificate in Public Sector Practice (Level 3)	1, 3, 5
New Zealand Certificate in Retail (Level 3)	1, 2, 3, 4 (5 credits)

Length and Structure

Length

This micro-credential requires a minimum of 200 hours of learning and assessment.

Structure

This micro-credential has two components:

1. Two mandatory skill standards (10 credit each)

Assessment methods

Assessment against this micro-credential must acknowledge and respect Te Ao Māori, accounting for cultural variations in communication within this context.

All activities must, as relevant to learners and/or this micro-credential, reflect the peoples of the Pacific and other cultures, and their world views.

This micro-credential may be assessed against in a role where customer service is provided, when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a workplace.

Interactions may be face to face, on the telephone, digital/online, or a combination.

Legislation, regulations, and procedures must be relevant to the context in which the assessments are made.

Completion

All components must be completed to be awarded this micro-credential.

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