

**Service Skills Common Core (Micro Credential)**

**Level 3, 20 credits**

**Micro-credential number [NZQA to complete]**

**Reporting Code [NZQA to complete]**

**Ringa Hora Services**

**Workforce Development Council (7010)**

# Listing

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## Title

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| Service Skills Common Core (Micro-credential) |

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## Level and credits

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| Level 3 | 20 credits |

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## Classification (NZSCED)

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| 120599  Mixed Field Programmes > Employment Skills Programmes > Employment Skills Programmes not elsewhere classified |

## Purpose

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| 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.  This micro-credential will provide customer service skills and knowledge required for individuals to work as part of an effective team to foster a safe, sustainable, and productive workplace.  This micro-credential may be used across all service sectors at level 3 including aligning to stack towards the New Zealand Certificate in Service Sector Skills (Level 3) [ref: 5025 v1] with an optional strand in Service speciality. |

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## Outcome

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| On successful completion of this micro-credential, learners/ākonga will be able to:   * Deliver professional, ethical and inclusive service in a sector requiring service skills. * Work as part of an effective team utilising self-management skills, to foster a safe, sustainable, and productive workplace, whilst ensuring adherence to appropriate legislation, regulations, and procedures.   Learners/ākonga will have knowledge of:   * Customer needs/service * Factors impacting well-being * Professional standards * Technology tools and systems * Legislation, regulations, and procedures   Learners/ākonga will have skills in:   * Problem solving * Communication techniques * Working as part of an effective team * Strategies to manage personal well-being * De-escalation strategies |

## Assessment standards

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| ID | Title | Level | Credit | Version |
| 40045 | Apply customer service techniques to provide quality customer service interactions | 3 | 10 | 1 |
| 40048 | Work effectively in a team to foster a safe, sustainable, and productive workplace | 3 | 10 | 1 |

## Review period

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| XX 2027 |

# Approval

## Learning outcomes

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| On successful completion learners/ākonga will be able to:   * Apply professional, ethical and inclusive service in a sector requiring service skills. * Work as part of an effective team utilising self-management skills, to foster a safe, sustainable, and productive workplace, applying appropriate legislation, regulations, and procedures. |
| Entry requirements: Open |

## Credit recognition and transfer, recognition of prior learning

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| Holders of either or both skill standards can have them credited towards this micro credential. This micro credential, when part of an approved programme, may be credited towards relevant graduate profile outcomes of the following qualifications:   |  |  | | --- | --- | | **Qualification** | **Graduate Profile Outcome(s)** | | New Zealand Certificate in Service Sector Skills (Level 3) \* | 1, 2 | | New Zealand Certificate in Contact Centres (Level 3) [ref: 2303-v3] | 1 (10 credits), 3 | | New Zealand Certificate in Tourism (Level 3) with strands in Aviation, Tourism and Travel, and Visitor Experience [ref: 2199-v2] | 1, 2 | | New Zealand Certificate in Hospitality (Level 3) [ref: 4366-v1] | 1, 2, 3 | | New Zealand Certificate in Retail (Level 3) [ref: 2233-v2] | 1, 2, 3 ,4 (5 credits) | | New Zealand Certificate in Security (Foundation) (Level 3)  [ref: 3462-v2] | 1, 6 | | New Zealand Certificate in Cleaning (Level 3) with optional strands in Specialist Cleaning, and Supervision [ref: 3025-v2] | 1 (5 credits). 2, 3 | | New Zealand Certificate in Accommodation (Level 3) with strands in Housekeeping, Portering, and Reception [ref:2103-v2] | 1, 2, 3, 4 (5 credits), 5 (5 credits), 6 (5 credits) | | New Zealand Certificate in Food and Beverage Service (Level 3) with strands in Barista, Bar Services, Buffet Services, Café Services, Function Services, Quick Service Restaurant Services, and Restaurant Services [ref: 2104-v2] | 1, 2, 3 | | New Zealand Certificate in Catering Services (Level 3)  [ref: 2106-v2] | 1, 2, 3 ,4 (5 credits) | | New Zealand Certificate in Distribution (Level 3) with optional strand in Mechanised Goods Handling [ref:2572-v2] | 1 (10 credits), 2 | |

## Length and Structure

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| **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)   **Sequence**  There is no order in which these skill standards are to be completed.  See - Appendix 1 - Component Descriptors |

## Assessment methods

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| Providers must meet the requirements of CMR 0112, or any replacement CMR that the unit standards are covered by, and the requirements of the Skill Standards listed in this micro-credential.  Assessment is made 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. Assessment may include written, oral, observation, practical demonstration.  Assessment against this micro-credential must acknowledge and respect te Āo Māori, accounting for cultural variations in communication within this context, including differences in reo, dialect, mātauranga, tikanga among different iwi, hapū, rohe.  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.  Customer service is the support offered to customers throughout a business relationship.  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.  Grades available: Achieved.  **Pre-assessment moderation**  Providers will send in assessment materials for pre-assessment moderation before they are used as specified in the current CMR documents. Information including a pre-assessment moderation checklist can be found on the Ringa Hora website.  <https://ringahora.nz/qualifications-and-assurance/quality-assurance/national-external-moderation/>  **Post-assessment moderation – desktop moderation**  Post-assessment moderation involves WDCs moderating assessor judgements to ensure they are fair, valid, and consistent with the standard. This is where samples of assessed ākonga work is called for by Ringa Hora and submitted electronically by the provider for moderation.  **Post-assessment moderation – on-site moderation**  On-site moderation involves a Quality Assurance Advisor from Ringa Hora visiting a provider. An onsite visit may replace the need for desktop moderation. On-site moderation visit dates and location/s will be negotiated with the provider.  Typical activities would include:   * Discussing provider quality systems * Talking with staff and ākonga * Observing assessment * Viewing facilities; and * Answering questions   **Post-assessment moderation – assessor peer review workshops**  Where appropriate and feasible, Ringa Hora may organise assessor peer review workshops to carry out post-assessment moderation in place of desktop moderation. These will be planned and scheduled through the year and communicated to providers in advance.  Ringa Hora Workforce Development Council manages the external moderation activities of unit standards. See [Ringa Hora's website](https://ringahora.nz/qualifications-and-assurance/quality-assurance/national-external-moderation/) for the external moderation plan |

## Completion

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

## Review process

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| Ringa Hora has regular engagement with industry, including employers, industry bodies, providers, and government agencies and will review this micro-credential and ensure it is fit for purpose.  To ensure this micro-credential is delivered as intended, Providers are expected to have review processes in place to ensure regular review of the provision of the micro-credential. |