

## Units for Moderation in 2012

### Appendix 2

Unit Code	Unit Standard	Version	SSB
<b>NZQA Units</b>			
<b>Domain</b>	<b>Service Sector - Core Skills</b>		NZQ
	56 Attend to customer enquiries face-to-face and on the telephone	6	
	57 Provide customer service	6	
	62 Maintain personal presentation and a positive attitude in a workplace involving customer contact	5	
	64 Perform calculations for the workplace	5	
	376 Employ customer service techniques to accommodate customer behavioural styles in a workplace	6	
<b>Domain</b>	<b>Quality Management</b>		NZQ
	8073 Establish, develop, and improve quality-focused aspects of supplier relationships	6	
	8074 Establish, develop, and improve quality-focused aspects of customer relationships	6	
	8077 Participate in a team to achieve specified quality improvement objectives	6	
	8078 Lead a team to achieve specified quality improvement objectives	6	
	8081 Collect data for a specified purpose	6	
	8082 Analyse data and communicate information for a specified purpose	6	
	8085 Demonstrate knowledge of quality and its management	5	
	8086 Demonstrate knowledge required for quality auditing	5	
	8087 Use core quality management tools	5	
	8088 Analyse quality costs	5	
	8089 Use statistical process control tools for the control and improvement of processes	5	
	19025 Demonstrate and apply knowledge of quality assurance in a business operation	3	
<b>Domain</b>	<b>Interpersonal Communications</b>		NZQ
	1277 Communicate information in a specified workplace	5	
	1293 Be interviewed in an informal one-to-one, face-to-face interview	5	
	1304 Communicate with people from other cultures	7	
	1307 Speak to a specified audience in a predictable situation	5	
	1312 Give oral instructions in the workplace	4	
	3501 Yes - Demonstrate knowledge of and apply listening techniques	4	
	9677 Participate in a group/team which has an objective(s)	7	
	9680 Communicate within a specified organisational context	4	
	9681 Contribute within a team or group which has an objective	5	
	9695 Examine problem-solving models and explain associated techniques	5	
	9696 Apply a problem-solving model	5	
	9704 Manage interpersonal conflict	5	
	9705 Give and respond to feedback on performance	5	
	9707 Demonstrate knowledge of workplace communications requirements	5	
	10790 Converse with others	3	
	10791 Participate in an informal meeting	3	
	11097 Listen to gain information in an interactive situation	2	
	11101 Collaborate within a group/team which has an objective(s)	2	
	21335 Lead a group/team to achieve an objective(s)	2	
<b>Domain</b>	<b>People Development and Coordination</b>		NZQ
	1987 Develop strategies to establish and maintain positive workplace relationships	5	
	8495 Develop self to improve own performance in an organisation	4	
	15190 Develop and implement a work team plan	3	
	18336 Demonstrate and apply knowledge of team-building skills	3	
	23394 Plan for and carry out staff selection	2	
	23395 Assess applicants for staff selection	2	
	23396 Demonstrate knowledge of performance management planning	2	
	23397 Plan and monitor performance of others	2	
	24873 Demonstrate knowledge of teamwork and its importance within a workplace	2	
	24874 Demonstrate knowledge of performance management in an organisation	2	
<b>Domain</b>	<b>Writing</b>		NZQ
	1279 Write in plain English	4	
	3483 Fill in a form	5	
	3488 Write business correspondence for a workplace		
	3490 Complete an incident report	5	
	3491 Write a report	5	
	3492 Write a short report	5	
<b>Domain</b>	<b>Reading</b>		NZQ
	2977 Read texts for practical purposes	5	
	2989 Select, assess, and read texts to gain knowledge	4	
	2990 Read texts to research information	5	
	25060 Independently read texts for practical purposes and to gain knowledge	1	

<b>Domain</b>	<b>Work &amp; Study Skills</b>	NZQ
	4249 Demonstrate care and timeliness as an employee	4
<b>Domain</b>	<b>Number</b>	NZQ
	8489 Solve problems which require calculation with whole numbers	4
	8491 Read and interpret information presented in tables and graphs	4
<b>Domain</b>	<b>Generic Computing</b>	NZQ
	2780 Demonstrate and apply knowledge of a personal computer system	6
	2796 Demonstrate knowledge of the principles of electronic logic gates in computing	8
	2798 Demonstrate knowledge of the application and impact of computer technology in an organisation	6
	5941 Exchange messages using electronic mail	6
	25662 Use digital communications technologies	1
<b>Domain</b>	<b>Business Information Processing</b>	NZQ
	101 Develop and use keyboarding skills to enter text	6
	111 Use a word processor to produce documents for a business or organisation	7
	112 Produce business or organisational information using word processing functions	6
<b>Domain</b>	<b>Business Administration Services</b>	NZQ
	334 Demonstrate knowledge of and operate inventory systems	6
<b>Domain</b>	<b>Business Culture and Environment</b>	NZQ
	1989 Research small business opportunities	5
	1990 Assess small business ownership options and business structures	5
<b>Domain</b>	<b>Self - Management</b>	NZQ
	548 Demonstrate knowledge of management of alcohol and other drugs	7
	7123 Apply a problem solving method to a problem	4
	12349 Demonstrate knowledge of time management	3
	12355 Describe stress and ways of dealing with it	3
<b>Domain</b>	<b>Systems and Resources Management</b>	NZQ
	16342 Identify key workplace organisational principles	2
	16614 Apply time management concepts and methods in business situations	3
<b>Other SSB's</b>		
<b>Domain</b>	<b>Smallgoods</b>	NZIT
	18529 Rotate stored meat in a smallgoods manufacturing operation	2
	18530 Smoke smallgoods product	2
	18813 Dispatch smallgoods product	2
<b>Domain</b>	<b>Workplace Health &amp; Safety Management</b>	NZIT
	22317 Demonstrate knowledge of drug hazard management in the workplace	2
	22318 Demonstrate knowledge of employer responsibilities in relation to drug and/or alcohol use in the workplace	2
<b>Domain</b>	<b>Occupational Health &amp; Safety</b>	NZIT
	497 Demonstrate knowledge of workplace health and safety requirements	7
	5616 Develop and implement a hazard management system for a selected business operation	6
	11961 Handle and store hazardous substances in the workplace	6
	17459 Demonstrate and apply knowledge of safe manual handling practices in the workplace	5
	17586 Demonstrate knowledge of electrical safety in the workplace	3
	17588 Apply for, accept, and carry out work according to a work permit in the workplace	3
	17590 Issue worksite specific work permits	4
	17591 Demonstrate knowledge of the prevention and management of OOS in the workplace	3
	17592 Identify the causes of back injury and methods to prevent back injuries in the workplace	3
	17593 Apply safe work practices in the workplace	3
	17594 Demonstrate knowledge of hearing conservation in the workplace	3
	17599 Plan a confined space entry	3
	17600 Explain safe work practices for working at heights	3
	17601 Produce an occupational health and safety incident investigation	3
	17602 Apply hazard identification and risk assessment procedures in the workplace	3
	18408 Demonstrate knowledge of fire and emergency warden duties in the workplace	3
	18409 Use a forklift mounted safety platform in the workplace	3
	18426 Demonstrate knowledge of hazards associated with confined spaces	5
	19522 Undertake job safety analysis	2
	20645 Describe the requirements of the HSNO Act 1996 relevant to approved handlers	2
	20733 Demonstrate knowledge of safe storage and handling of hazardous substances in the workplace	2
	21337 Demonstrate knowledge of sleep and sleep management in relation to work performance	1
	21467 Store and handle workplace chemicals	3
	25042 Prepare a workplace health and safety improvement plan using data analysis and productivity measures	1
	25043 Lockout and reinstate machinery in the workplace	1

25046	Describe hazard identification and control, and apply risk assessment procedures under supervision in the workplace	1
25048	Handle dangerous and hazardous goods in the workplace	1
<b>Domain</b>	<b>Dairy Workplace Health and Safety</b>	<b>NZIT</b>
4818	Explain health and safety practices in the dairy industry	6
20776	Put on, wear, and operate a gas suit in the dairy industry	2
<b>Domain</b>	<b>Sales Transactions</b>	<b>Reta</b>
58	Process simple sales transactions in a retail or distribution environment	5
403	Receive customer payments	2
<b>Domain</b>	<b>Stock Control</b>	<b>Reta</b>
11958	Demonstrate knowledge of stock management procedures and systems in a retail or distribution environment	3
11960	Receive inwards goods in a retail or distribution environment	3
11963	Dispatch goods within an agreed timeframe in a retail or distribution environment	3
11966	Count and record stock in a retail or distribution environment	3
11972	Move goods manually and record stock movement in a retail or distribution environment	3
11975	Pick and assemble goods for dispatch in a retail or distribution environment	3
11976	Access and provide information using a computerised inventory management system in a retail or distribution environment	3
19172	Move goods using a pallet jack	3
23544	Move goods using mechanical equipment in a retail or distribution environment	1
<b>Domain</b>	<b>Merchandising and Marketing</b>	<b>Reta</b>
422	Create in-store displays in a retail or distribution environment	2
<b>Domain</b>	<b>Retail and Distribution Core Skills</b>	<b>Reta</b>
11971	Use safe work practices in a retail or distribution environment	4
24997	Demonstrate knowledge of theft and fraud in a retail or distribution environment	1
25000	Demonstrate knowledge of security systems and procedures used in a retail or distribution environment	1
<b>Domain</b>	<b>Distribution</b>	<b>Reta</b>
414	Demonstrate knowledge of the distribution environment	2
415	Apply health and safety practices in a distribution facility	3
418	Monitor stock in a distribution facility	2
11973	Demonstrate knowledge of loss prevention techniques in a distribution facility	2
11979	Package goods in a distribution facility	2
11984	Maintain quality of individual goods in a distribution facility	2
11985	Maintain safety in a distribution facility	3
12001	Receive returned goods in a distribution facility	2
19580	Demonstrate knowledge of storekeeping operations in a distribution facility	1
19582	Receive inwards goods in a distribution facility	1
<b>Domain</b>	<b>Food Safety</b>	<b>Hosp</b>
167	Practise food safety methods in a food business	6
168	Demonstrate knowledge of food contamination hazards, and control methods used in a food business	4
15274	Work in a food business under a food safety programme	4
20666	Demonstrate a basic knowledge of contamination hazards and control methods used in a food business	3
<b>Domain</b>	<b>Food and Beverage Service</b>	<b>Hosp</b>
14421	Provide alcoholic beverage service in a licensed commercial environment	3
14441	Provide counter food and beverage service in a commercial hospitality environment	3
17288	Prepare and present espresso beverages for service	4
<b>Domain</b>	<b>Workplace Fire &amp; Emergency</b>	<b>Fire</b>
3271	Suppress fire with hand extinguishers and fixed hose reels	6
<b>Domain</b>	<b>Workplace Fire and Emergency Response</b>	<b>Fire</b>
3271	Suppress fire with hand extinguishers and fixed hose reels	6
4647	Explain principles of fire science	5
16797	Identify, prepare for, and take action in a workplace emergency	4
<b>Domain</b>	<b>Work &amp; Study Skills</b>	<b>NZ E</b>
16614	Apply time management concepts and methods in business situations	3
16688	Identify and manage the effects of shift work	3
<b>Domain</b>	<b>Competitive Manufacturing</b>	<b>FITE</b>
18935	Explain principles of TPM used in a competitive manufacturing organisation	2
21501	Apply competitive manufacturing practices in a competitive manufacturing organisation	3
21502	Sustain process improvements in a competitive manufacturing organisation	3
21503	Manage the impact of change on own work in a competitive manufacturing organisation	3
21504	Apply quick changeover procedures in a competitive manufacturing organisation	3
21505	Apply Just in Time (JIT) procedures in a competitive manufacturing organisation	3
21506	Apply cost factors to work practices in a competitive manufacturing organisation	3
21507	Interpret product costs in a competitive manufacturing organisation	3

21508	Apply 5S procedures in a competitive manufacturing organisation	3
21510	Complete quality control tests and record results in a competitive manufacturing organisation	3
21511	Use planning software systems in a competitive manufacturing organisation	3
21512	Use System Control and Data Acquisition (SCADA) systems in a competitive manufacturing organisation	3
21514	Use sustainable environmental practices in a competitive manufacturing organisation	3
21515	Undertake root cause analysis in a competitive manufacturing organisation	3
21516	Contribute to a proactive maintenance strategy in a competitive manufacturing organisation	3
21517	Implement a competitive manufacturing system in a competitive manufacturing organisation	3
21518	Ensure process improvements are sustained in a competitive manufacturing organisation	3
21519	Lead change in a competitive manufacturing organisation	3
21521	Improve cost factors in work practices in a competitive manufacturing organisation	3
21522	Analyse manual handling processes in a competitive manufacturing organisation	3
21523	Lead 5S in a competitive manufacturing organisation	3
21524	Undertake process capability improvements in a competitive manufacturing organisation	3
21530	Analyse and map a value stream in a competitive manufacturing organisation	4
21532	Manage people relationships in a competitive manufacturing organisation	3
21533	Develop quick changeover procedures in a competitive manufacturing organisation	3
21536	Undertake value analysis of product costs in a competitive manufacturing organisation	3
21537	Manage a 5S system in a competitive manufacturing organisation	3
24781	Facilitate team culture improvement in a competitive manufacturing team	1
24783	Facilitate continuous improvement in a competitive manufacturing organisation	1
24789	Develop a balanced score card to measure outcomes of competitive manufacturing activities	1
24792	Facilitate holistic culture improvement in a competitive manufacturing organisation	1
24794	Design a process layout for a competitive manufacturing organisation	1
24797	Implement a special improvement event in a competitive manufacturing organisation	1
24804	Develop a proactive maintenance strategy for a competitive manufacturing organisation	1

<b>Domain</b>	<b>Materials Management</b>	<b>FITE</b>
17251	Apply health and safety practices in materials management at a manufacturing or industrial site	3

<b>Domain</b>	<b>Crane Operation</b>	<b>Oppo</b>
3800	Operate a pendant controlled overhead crane and lift and place regular loads	4
9184	Erect and dismantle non-notifiable prefabricated frame scaffolding up to five metres in height	6





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