

Customer Service and Business Skills

The following unit standards have been identified as either having a version that expires, or that expire completely, on **31 December 2017**.

All assessments on the unit standard versions identified must be completed before this date. After the expiry date has passed, you will not be able to report credits for the unit standard.

Please note that some unit standards listed are only available to learners with a signed MITO Training Agreement.

If you have any queries about the unit standards listed, please contact resourcecomments@mito.org.nz.

MITO Sector	Domain	Unit	Name	Expiring version	New version	SSB	Regulatory ?	Actions
Automotive	Service delivery	57	Provide customer service	7	9	NZQA	-	Complete all assessments for version 7 before 31/12/17. After this date, new material for version 9 must be used.
Generic	Service delivery	376	Employ customer service techniques to accommodate customer behavioural styles in a workplace	6	8	Service IQ	-	Complete all assessments for version 6 before 31/12/17. After this date, new material for version 8 must be used.
Generic	Work and study skills	64	Perform calculations for a specified workplace	6	8	NZQA	-	Complete all assessments for version 6 before 31/12/17. After this date, new material for version 8 must be used.
Logistics	Service delivery	11816	Respond to customer enquiries by writing in a range of contexts	3	6	Service IQ	-	Complete all assessments for version 3 before 31/12/17. After this date, new material for version 6 must be used.
Automotive	Business administration services	327	Document business financial transactions for an entity	6	7	NZQA	-	Complete all assessments for version 6 before 31/12/17. After this date, new material for version 7 must be used.
Business	Interpersonal communications	9695	Examine problem-solving models and explain associated techniques	5	6	NZQA	-	Complete all assessments for version 5 before 31/12/17. After this date, new material for version 6 must be used.
Business	Interpersonal communications	9704	Manage interpersonal conflict	6	7	NZQA	-	Complete all assessments for version 6 before 31/12/17. After this date, new material for version 7 must be used.
Business	Interpersonal communications	9696	Apply a problem-solving model	5	6	NZQA	-	Complete all assessments for version 5 before 31/12/17. After this date, new material for version 6 must be used.
Generic	Interpersonal communications	11101	Collaborate within a team which has and objective	3	5	NZQA	-	MITO will not be providing material for this unit standard.

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Logistics	Interpersonal communications	11099	Develop strategies for communicating in a culturally diverse workplace	4	5	NZQA	-	Complete all assessments for version 4 before 31/12/17. After this date, new material for version 5 must be used.