

Level 3 Service Sector Insights Gateway

GET YOUR STUDENTS LIFE AND WORK READY



Give your students a big boost with Gateway programmes where all unit standard credits are at Level 3.

Plus, all the units deliver industry relevant skills and knowledge that is valued by employers.

Plus, the units give students a completion certificate, and a 20-credit head start into a related industry New Zealand Certificate or Apprenticeship.

With a comprehensive choice of service sector options, there is bound to be a Level 3 Service Sector Insights Gateway Programme to suit your school and students.

Aotearoa New Zealand's service sectors are a key driver of our economy and offer huge career and vocational education opportunities. Whether your student has a passion for helping people, a desire to delve into logistics, or to one day become their own boss, a Service Sector Insights Gateway Programme is the right first step to help make the move from school into a career.

How it works

Students receive a placement with a participating employer, giving them valuable work and life experience.

They gain Level 3 NCEA credits that can also be used towards a relevant nationally recognised New Zealand Qualification.

They'll be supported all the way by a dedicated Schools Transitions Advisor who works with workplace management to make sure they get an all-round understanding of the sector and gain skills and knowledge from widely used and valued industry unit standards.

Students will be supplied with customised learning resources (where applicable), clear development plans and support from a Schools Transitions Advisor who will keep their school up to date. Students' work will be assessed by ServiceIQ.

Successful completion of any of the Service Sector Insights Gateway options will see students gain at least 20 credits, plus a completion certificate.

Benefits for students

- ▶ Gain Level 3 credits towards NCEA and receive an employer recognised completion certificate.
- ▶ Get real industry knowledge that's useful in everyday life too.
- ▶ Enjoy the camaraderie from working as part of a real workplace team.
- ▶ Learn great industry skills and knowledge essential for a service sector career.
- ▶ Unit Standards achieved can be applied to a full workplace New Zealand Qualification.
- ▶ Learn in a fully supportive environment.

Programme details

The Service Sector Insights Gateway programmes involve work experience and most run nationwide.

Cost is \$500+GST per student and results in a completion certificate made up of a set menu of credits (see below) which can also be used towards a relevant New Zealand Certificate or Apprenticeship.

As part of a Service Sector Insights Gateway package each student will receive at least some of the following [note: each option varies, and may also vary by employer; your ServiceIQ Talent Supply and Transitions contact can assist with details]:

- ▶ a work placement with an employer
- ▶ customised learning resources [this may vary]
- ▶ assessment and support through a dedicated Schools Transitions Advisor
- ▶ where employers require, loan of a workplace uniform.

Service Sector Insights Gateway Menus

Distribution Ready

Unit	Title	Level	Credits
27927	Apply health, safety and security practices to a work role in a service delivery workplace	3	5
27929	Apply standard operating procedures and the code of conduct to a work role in a service delivery workplace	3	5
28501	Package goods in a retail or distribution facility	3	5
28502	Pick and assemble goods for dispatch in a retail or distribution facility	3	5
Total Credits			20

Retail Ready +

[Note: Level 2 Retail Ready and Retail Ready Online remain available]

Unit	Title	Level	Credits
27927	Apply health, safety and security practices to a work role in a service delivery workplace	3	5
27928	Interact with other staff and managers, and customers to provide service delivery outcomes	3	5
24996	Explain the legal definitions and consequences of theft and fraud in a retail or distribution environment	3	3
11818	Demonstrate and apply product or service knowledge in a service delivery workplace	3	4
9681	Contribute within a team or group which has an objective	3	3
Total Credits			20

Café Ready

Unit	Title	Level	Credits
27940	Provide café table service in a hospitality establishment	3	5
14441	Provide café counter service in a hospitality establishment	3	5
18497	Demonstrate knowledge of culinary products, terms, and food preparation methods	3	8
17284	Demonstrate knowledge of coffee origin and production	3	3
Total Credits			21

School 2 Career

Hospo Ready

Unit	Title	Level	Credits
27927	Apply health, safety and security practices to a work role in a service delivery workplace	3	5
27928	Interact with other staff and managers, and customers to provide service delivery outcomes	3	5
27929	Apply standard operating procedures and the code of conduct to a work role in a service delivery workplace	3	5
27955	Apply food safety practices in a food-related establishment	3	5
Total Credits			20

Tourism Ready

Unit	Title	Level	Credits
27927	Apply health, safety and security practices to a work role in a service delivery workplace	3	5
27929	Apply standard operating procedures and the code of conduct to a work role in a service delivery workplace	3	5
23759	Provide customer service experiences in a tourism workplace	3	10
Total Credits			20

Accommodation Ready

Unit	Title	Level	Credits
27927	Apply health, safety and security practices to a work role in a service delivery workplace	3	5
27928	Interact with other staff and managers, and customers to provide service delivery outcomes	3	5
27929	Apply standard operating procedures and the code of conduct to a work role in a service delivery workplace	3	5
14454	Service guest rooms for a commercial hospitality establishment	3	5
Total Credits			20

Why ServiceIQ?

ServiceIQ is a business division of Te Pūkenga – New Zealand Institute of Skills and Technology. We are the training partner for the service industry. We help hundreds of businesses succeed by growing their talent, and we help young New Zealand students get a head-start with skills they need for a satisfying career and employment in the service industry.

ServiceIQ

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