

YOUR SCHOOL,
YOUR STUDENTS,
AND THEIR FUTURE

Your introduction to ServiceIQ



ServiceIQ





ServiceIQ Gateway and Schools programmes enable students to experience skilled roles that boost their confidence and give them a taste of future careers in a supportive learning environment.



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Tēnei te mihi ki a koutou katoa. Nau mai, haere mai, whakataurua mai

When your students complete their schooling, they transition from a place of some certainty and structure into an ever more uncertain world.

But one of the things that remains certain is how much good employers value passionate, talented, and skilled people. Rangatahi like this are in high demand and have been for many years – through economic ups and downs, and despite all the disruption of the pandemic. This value is something that ServiceIQ understands very well.

It is the core of everything we do for schools, with student achievement and teacher assistance always in mind. This has led to some exciting new options for you this year, including many fully online products, meaning that assessment is online as well as learning materials.

You can also take advantage of a comprehensive suite of new Gateway Programmes with all units at Level 3. Check out these six programmes – there is already strong interest, and places may be limited.

These – along with the new options introduced in 2023, plus the perennial tried and true favourites, mean your students have a vast range of robust and respected learning choices that will set them up with skills for life as well as work – along with their valuable NZQA Record of Achievement credits and units.

It's true that the best thing young learners can do to help find their place and career is having hands-on experience. Experience in the service industry teaches



rangatahi transferable skills to help progress into good jobs and great careers – ones that can take them around the world.

With your help we can show positive and attractive career paths and help the next generation get the right balance of education and early career development.

That's where we come in. The ServiceIQ Talent Supply and Transitions Team recognises and supports the key role that educators and parents play in helping young people choose life and career options.

ServiceIQ works directly with employers to provide a range of vocational education training and programmes that imbed relevant and practical core skills. By helping connect your ākonga to roles across the service industry, they can get a head start in finding the right role with the right employer and engage in workplace training that leads to national qualifications.



With our skilled kaimahi, offering training support and with a commitment to excellence, your students can have a taste of a career in a supportive learning environment – as well as earn credits and gain industry unit standards.

ServiceIQ is the service sector specialist industry training partner. It's our responsibility to help young learners – whether still at school or in the workplace – to succeed in today's uncertain world through attaining valued skills and relevant knowledge.

Ngā manaakitanga,

Doug Pouwhare
Pou Whakahaere o Tangata Pūkenga
General Manager Talent Supply Transitions and Operations

ServiceIQ is part of Te Pūkenga – New Zealand Institute of Skills and Technology, the workplace training specialist for the aviation, hospitality, retail, travel, and tourism sectors. We help our customers succeed by growing their talent: **Poipōia te kākano kia puāwai.**

We develop on-job training programmes that give people of all ages relevant skills, training, and qualifications for industry and business.

CHECK US OUT AT:
www.ServiceIQ.org.nz



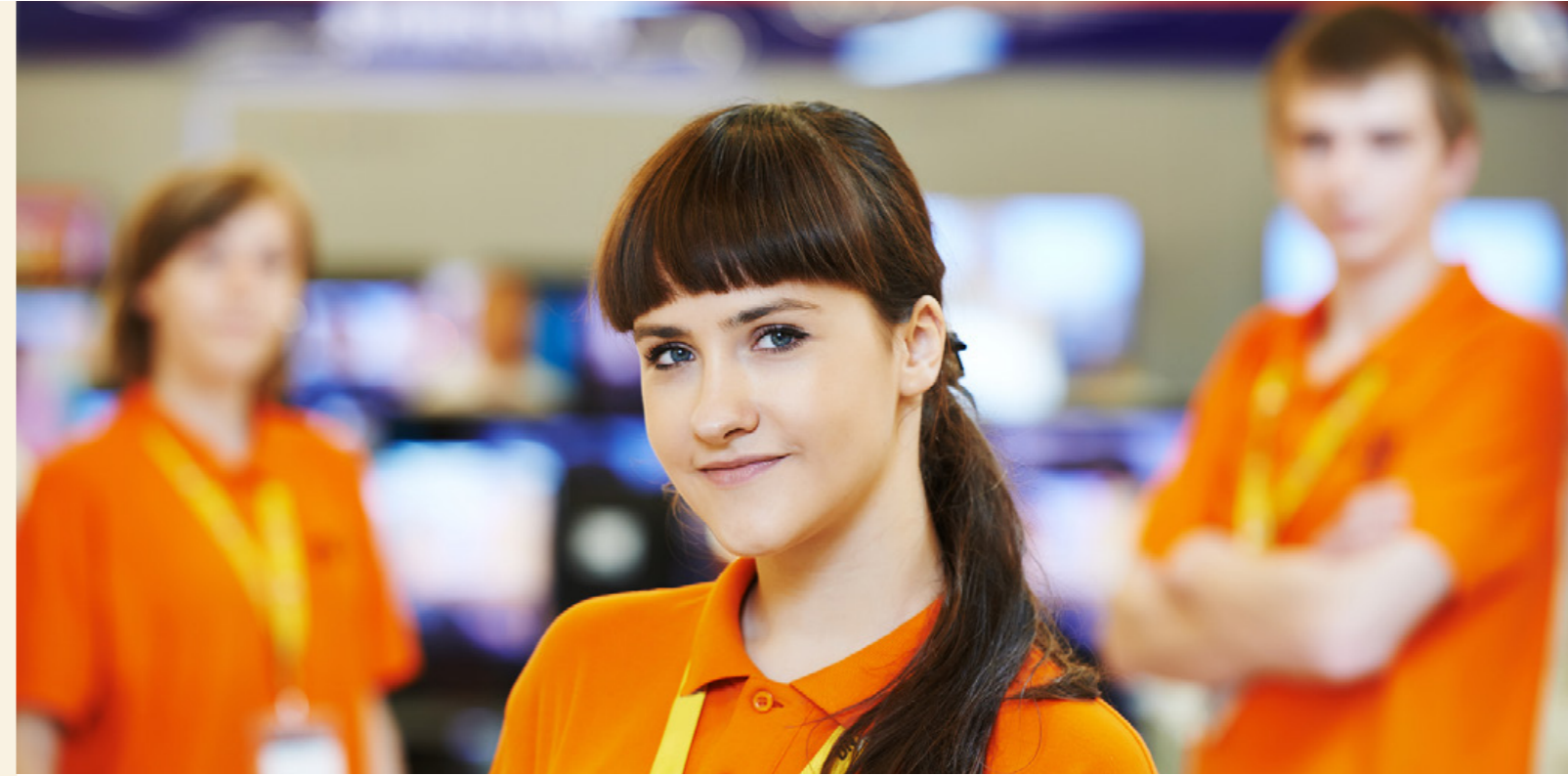


Why ServiceIQ in your school?

ServiceIQ is the training partner for the aviation, hospitality, retail, travel and tourism sectors in 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.

Each ServiceIQ Schools programme is designed by industry and education experts and links to a career pathway. When you choose ServiceIQ you choose:

- ▶ Opportunities for your students to train on the job and qualify to be a chef, aviation engineer, pilot, travel agent, tour guide, food and beverage manager, café or restaurant maitre d', retail manager and many other great careers.
- ▶ Structured classroom and workplace-based programmes backed up with support from our dedicated ServiceIQ Schools Transitions Advisors.
- ▶ An expert team of researchers, writers and designers who create and publish the largest and most diverse range of high-quality vocational school resources on offer in New Zealand.



Top skills employers need

We talk to New Zealand employers every day to make sure our resources are the right fit for workplace learning. Employers also tell us what type of future employees they're looking for.

They are:

- ▶ people with the right attitude and aptitude
- ▶ people with core skills for broad roles.

ServiceIQ has established core sets of skills and transferable standards so students can jump between career pathways when they leave school. We've consulted with industry to identify the core skills needed for service career pathways and built them into all schools training programmes.



Gateway

Introducing ServiceIQ Gateway training

ServiceIQ offers a wide range of great Gateway training that helps students gain skills, experience, and kick-start a career in the exciting services industry when they leave school. They'll also gain unit standards and make professional contacts that can help open doors to a wide range of fantastic jobs and careers in the growing aviation, tourism, hospitality and retail service sectors.

Their ultimate role could be chef, retail supervisor, store manager, pilot, tour guide, travel consultant, restaurant food and beverage manager, aeronautical engineer, airport operations manager, air traffic controller, hotel manager, warehouse or retail distribution manager, tourism operator, and many more.

Gateway options

There are two types of Gateway training available: readymade by ServiceIQ, and DIY where your school's Gateway Coordinators select from the wide range of ServiceIQ products to create tailor-made learning programmes for students. The DIY option is especially helpful for students who aspire to be cooks, chefs, or build a career in New Zealand's tourism industry.

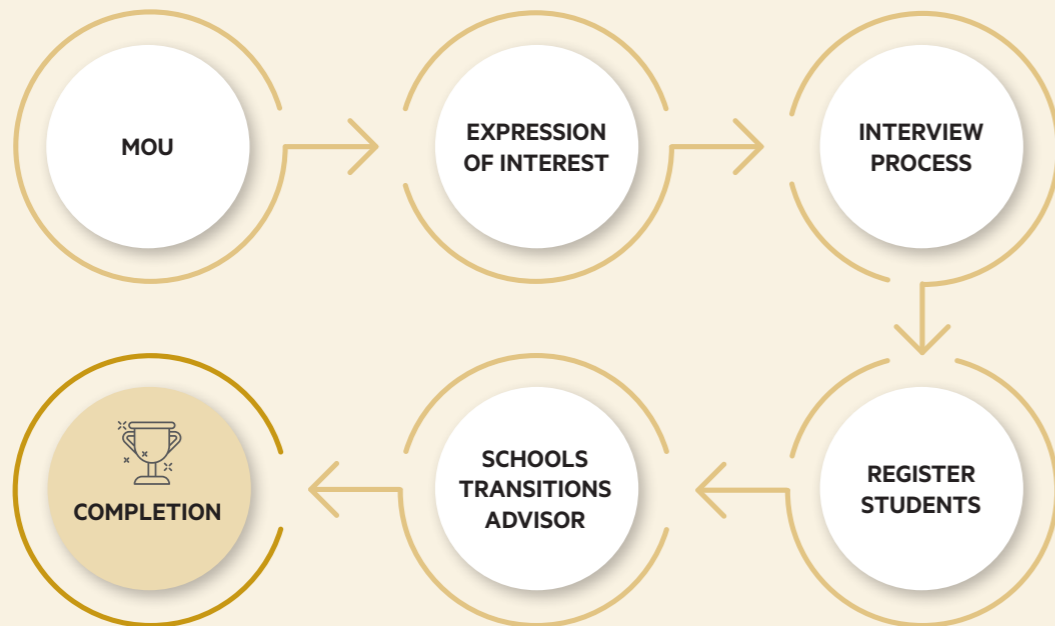


How Gateway works

A ServiceIQ Schools Transitions Advisor and the workplace together guide and support your students to make sure they get an all-round understanding of the service sector. Students will be supplied with learning resources, and clear development plans from the Schools Transitions Advisor, who keeps the school up to date. Prospective students need to bring something too: the right attitude and a willingness to work, which helps guarantee their learning success.

Benefits for students

- ▶ Get an introduction to an exciting career in the service sector.
- ▶ Gain credits towards a nationally recognised qualification.
- ▶ Get real experience in a real workplace.
- ▶ Enjoy the camaraderie of working as part of a team.
- ▶ Learn great industry skills and knowledge essential for a service sector career.
- ▶ Learn in a fully supportive environment.



Retail Gateway Programmes

Retail is an exciting career choice with loads of possibilities – from helping customers, stock management and marketing to running a store. Lots of successful retailers, who started in sales, have gone on to manage a department, a store and even a company by their mid-20s, or even own and operate their own business.



Countdown (SEEDS: Students Entering Employment Developing Skills)

SEEDS is a Gateway Programme that gives students a chance to get valuable work experience in supermarket retail and help make the transition from school into a career.

Menu <i>(Theory for 20666 and 11971 needs to be completed prior to entering the store)</i>			
Unit	Title	Level	Credits
20666	Demonstrate basic knowledge of contamination hazards and control methods used in a food business	2	2
11971	Use safe work practices in a retail environment under supervision	2	3
9677	Communicate in a team or a group which has an objective	2	3
28145	Interact with customers in a service delivery context	2	2
28301	Demonstrate knowledge of products and product information in a retail environment	2	5
11968	Demonstrate and apply knowledge of legislation applicable to sale of good and services	2	4
10791	Participate in an informal meeting	2	3
Total Credits			22

Farmers Gateway Programme

The Farmers Gateway Programme gives students a great opportunity to get in at the ground floor with Farmers, one of New Zealand's oldest and most recognised retail brands.

Menu			
Unit	Title	Level	Credits
17593	Apply safe work practices in the workplace	2	4
11971	Use safe work practices in a retail environment under supervision	2	3
28145	Interact with customers in a service delivery context	2	2
62	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
11941	Establish and maintain positive customer service interactions in a retail environment	2	2
28301	DKO products and product information in a retail environment	2	5
11968	DKO legislation applicable to sale of goods and services	2	4
Total Credits			23



Noel Leeming Gateway Programme

Noel Leeming – Discovering Passionate Experts is a Gateway Programme that gives students a chance to get valuable work experience in retail and help make the move from school into a career.

Menu			
Unit	Title	Level	Credits
9681	Contribute within a team or group which has an objective	3	3
27927	Apply health, safety and security practices in a service delivery environment	3	5
27929	Apply standard operating procedures and the code of conduct to a work role in a service delivery organisation	3	5
11817	Serve customers face to face in a wide range of contexts	3	4
11097	Listen actively in an interactive situation to gain information	3	3
Total Credits			20



The McDonald's OASIS Programme

The McDonald's OASIS (Offering Assistance to Students in Schools) is a gateway programme that gives students interested in a hospitality career the chance to get real hands-on work experience with this world-leading business. It's also a big help for students who want to move into a hospitality job and develop a rewarding career when school finishes.

Menu			
Unit	Title	Level	Credits
167	Practise food safety methods in a food business under supervision	2	4
62	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
14443	Pack food and beverage orders for takeaway in a commercial hospitality environment	2	2
29529	Serve customers under supervision in a quick service restaurant	2	4
29530	Perform crew duties under supervision in a quick service restaurant	2	2
28145	Interact with customers in a service delivery context	2	2
Total Credits			17



The Warehouse (Red Shirts in Schools)

The Warehouse Red Shirts in Schools Gateway Programme is designed to give students a great opportunity to get hands-on experience of what it's like to work in the exciting retail industry, and make useful professional contacts for when they leave school.

Menu			
Unit	Title	Level	Credits
62	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
11968	Demonstrate and apply knowledge of legislation applicable to sale of goods and services	2	4
11971	Use safe work practices in a retail environment under supervision	2	3
9677	Communicate in a team or group which has an objective	2	3
28301	Demonstrate knowledge of products and product information in a retail environment	2	5
24997	Demonstrate knowledge of theft and fraud in a retail or distribution environment	2	5
Total Credits			23



Warehouse Stationery (Blue Shirts in Schools)

The Warehouse Stationery Blue Shirts in Schools Gateway Programme is designed to give students a great opportunity to get hands-on experience of what it's like to work in the exciting retail industry, and make helpful professional contacts for when they leave school.

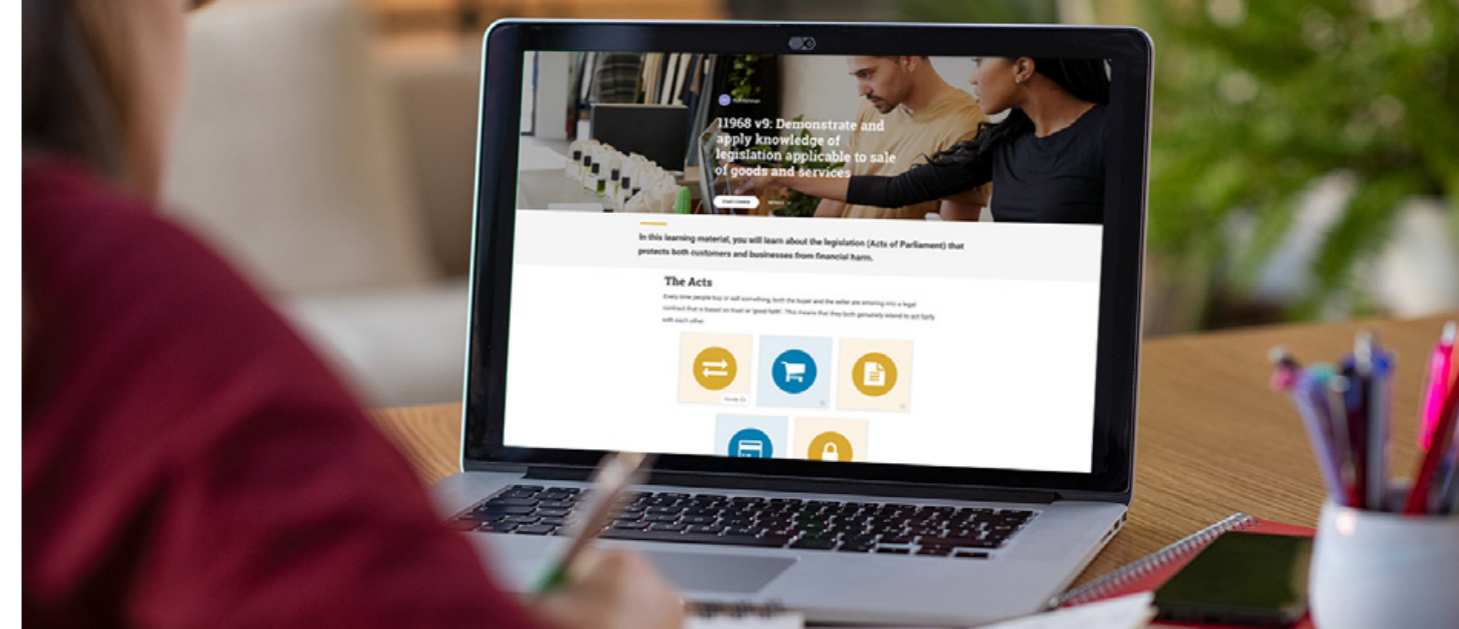
Menu			
Unit	Title	Level	Credits
62	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
11968	Demonstrate and apply knowledge of legislation applicable to sale of goods and services	2	4
11971	Use safe work practices in a retail environment under supervision	2	3
9677	Communicate in a team or group which has an objective	2	3
28301	Demonstrate knowledge of products and product information in a retail environment	2	5
24997	Demonstrate knowledge of theft and fraud in a retail or distribution environment	2	5
Total Credits			23



Torpedo7 Gateway Programme

Torpedo7 – Adventure into Retail is a gateway programme that gives students a chance to get valuable work experience in bike mechanics and retail, helping them make the move from school into a career.

Menu			
Unit	Title	Level	Credits
9681	Contribute within a team or group that has an objective	3	3
20182	Use equipment in a bicycle workshop	3	3
20183	Assemble bicycles	3	6
27927	Apply health, safety and security practices to service delivery operations	3	5
28502	Pick and assemble goods for dispatch in a retail or distribution facility	3	5
Total Credits			22



Retail Ready Online

When work placements aren't possible, Retail Ready Online is the solution. If your students can't get to or access a workplace, or simply aren't work-ready, this option helps them gain valued people skills for work and life.

Menu			
Unit	Title	Level	Credits
11968	Demonstrate knowledge of legislation applicable to sale of goods and services	2	4
24997	Demonstrate knowledge of theft and fraud in a retail or distribution	2	5
28298	Demonstrate knowledge of cash handling in a retail environment	2	3
28301	Demonstrate knowledge of products and product information in a retail environment	2	5
377	Demonstrate knowledge of diversity in the workplace	2	2
7123	Apply a problem solving method to a programme	2	2
Total Credits			21



Auckland Airport Guest Experience

Aviation is an exciting and recovering industry, with lots of great jobs at the hub of it all – the airport. Whatever spins your propellor, there’s a role to suit: customer service, operations, airfield, wildlife ranger, supervisor, duty operations manager are just some.

Menu			
Unit	Title	Level	Credits
17347	Operate a two-way radio in an airport environment	2	2
25192	Demonstrate knowledge of airline terminology and products used in the travel industry	3	4
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
Total Credits			21



Healthy Futures Retail Gateway Programme

Healthy Futures is a Retail Gateway programme that gives students a chance to get valuable work experience in pharmacy retail. They will gain skills, knowledge and experience that will give them a career head start in pharmacy or any other retail environment and help them move from school into a career.

Menu			
Unit	Title	Level	Credits
11817	Serve customers face to face in a wide range of contexts	3	4
11968	Demonstrate and apply knowledge of legislation applicable to sale of good and services	2	4
11971	Use safe work practices in a retail environment under supervision	2	3
24997	Demonstrate knowledge of theft and fraud in a retail or distribution environment	2	5
28301	Demonstrate knowledge of products and product information in a retail environment	2	5
Total Credits			21



Level 3 Service Sector Insights Gateway

There are six options in the new ServiceIQ Service Sector Insights Gateway. Each awards a student at least 20 NCEA credits at Level 3, all earned from Unit Standards that are core to on-job training in the relevant sector.

Distribution Ready

Menu			
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.

Menu			
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

Menu			
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

Hospo Ready

Menu			
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

Menu			
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

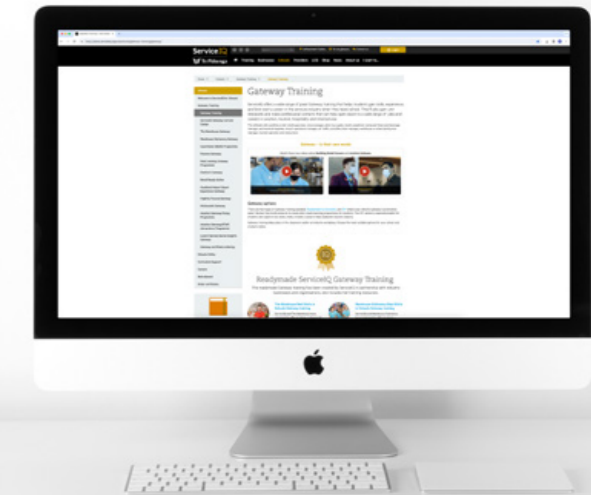
Menu			
Unit	Title	Level	Credits
27927	Apply health, safety and security practices to a work role in a service delivery workplace	3	5
27928	Interact with other staff and managers, and customers to provide service delivery outcomes	3	5
27929	Apply standard operating procedures and the code of conduct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

Gateway Essential Downloads

Click the link below to go to the ServiceIQ Schools Gateway Training page.

www.serviceiq.org.nz/schools/gateway-training/gateway/

Then scroll to the bottom of the page to find the Gateway Essential Download links.



DIY ServiceIQ Gateway Programmes

Create your own Gateway with our products



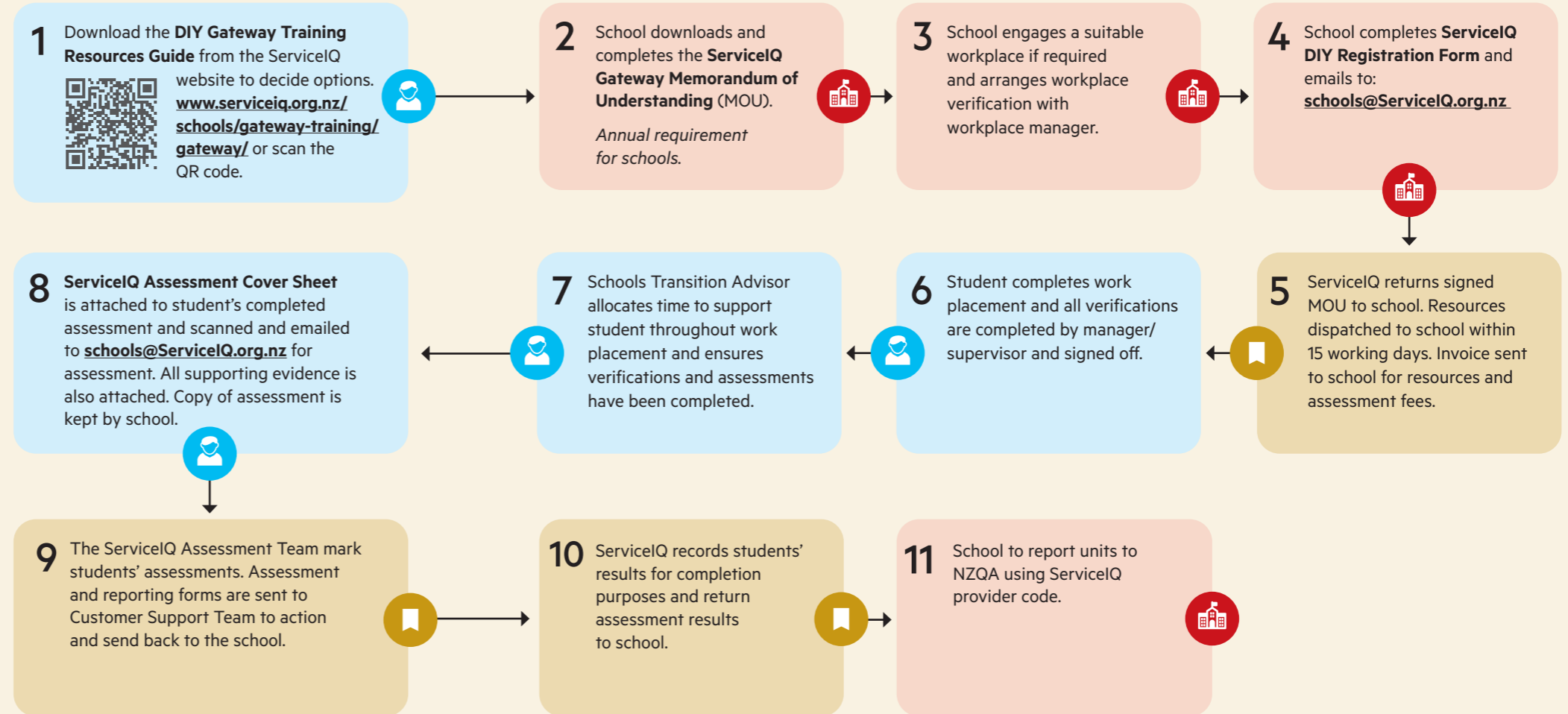
DIY ServiceIQ Gateway allows schools to handpick products and create tailored training that best meets their students' needs and career ambitions. There is a wide range of products to choose from across the different service sectors.

Many schools use this proven approach to prepare students with great basic skills and knowledge essential for careers in tourism and hospitality, such as cooks, chefs, baristas, and food and beverage managers. To find out more, talk with your ServiceIQ Schools Transition Advisor.

Check out our DIY process as shown, and visit our website www.ServiceIQ.org.nz/schools



Documents mentioned in this diagram are available here:
www.serviceiq.org.nz/schools/gateway-training/gateway/





Tourism Gateway – Māori Cultural Camps

Ready for the ultimate adventure tourism and Māori cultural experience?

ServiceIQ Gateway Cultural Camps give Year 12 and 13 students hands-on practical experience.

Locations

- ▶ Kapiti Island
- ▶ Waimārama
- ▶ Waitomo

Find out more

For available dates, costs and requirements visit: www.ServiceIQ.org.nz/Camps

Call us today on **0800 863 693** or email: culturalcamps@ServiceIQ.org.nz for more information.



Aviation Gateway Flying Programme

ServiceIQ's Aviation Gateway Flying Programme is a fantastic way for students to get a feel for what it's like to fly an aircraft, plus get insights about other roles in the exciting sector. If the passion is to be a pilot, this first-time flying experience helps students gain acceptance into full-time flight training when they leave school.

Students do their training with CAA-qualified instructors at a local aero club during term time. The programme usually takes about 10 weeks, and normally runs between 1.00pm and 3.30pm. All aviation learning is the responsibility of the school and the aero club. ServiceIQ only provides the resources available in the Gateway DIY guide, which can include assessment services at the stated prices.

Menu			
Unit	Title	Level	Credits
16818	Demonstrate knowledge of aviation industry law, systems and procedures	1	1
19585	Describe the development of aviation from pre World War 1 through to current times	2	8
19586	Identify aviation support structures, aircraft types and operations in New Zealand	2	3
19587	Demonstrate knowledge of internal structures in the civil aviation industry in New Zealand	2	3
20676	Demonstrate knowledge of aviation career and training options	2	3
20677	Demonstrate knowledge of the principles of aircraft flight	2	2
Total Credits			20





Aviation Gateway Aeroscience Programme

Aviation has a lot of career possibilities, and this Gateway programme offers the ideal quick start. It positions students for a career as a pilot and opens other career path options too. For example: meteorologist, aeronautical engineer, air traffic controller, flight dispatcher and many more. It covers navigation and applies practical science – a perfect match with your existing curriculum.

ServicIQ's Aviation Gateway Aeroscience Programme is a fantastic way for year 13 students to progress to an aviation career path while still at school. The external assessment will also provide real Private Pilot Licence theory exams endorsed by the New Zealand Civil Aviation Authority (NZCAA).

Students can also get a feel for what it is like to fly an aircraft, plus great insights about other roles in aviation. If their passion is to be a pilot or one of the related professions, this is the Gateway programme that will position them in an industry where youth, passion and commitment are key essentials for a successful career.

Menu			
Unit	Title	Level	Credits
23425	Demonstrate knowledge of human factors for private aircraft operations	3	5
23426	Demonstrate knowledge of air navigation and flight planning for private aircraft operations	3	5
23427	Demonstrate knowledge of air law for private aircraft operations	3	5
23424	Demonstrate knowledge and use of flight radiotelephony for aircraft operations	3	3
23428	Demonstrate knowledge of meteorology for private aircraft operations	3	5
23431	Demonstrate aircraft technical knowledge and principles of flight for private aircraft operations	3	10
Total Credits			33

Our experts are here to help you

ServiceIQ's expert team of Schools' Advisors are here to help you and your students succeed.

With the ideal mix of service sector experience and education knowledge, they can assist with a wide range of queries. And, if they don't know the answer, they'll find out and get back to you. It's all part of the service.

Whether you're interested in our extensive range of respected classroom or online teaching resources, or service sector careers – just ask.

For all your hospitality classroom needs, you can find your dedicated regional Schools' Advisor on our website at www.ServiceIQ.org.nz/schools



Contact us

To find out more, please talk with your ServiceIQ Transitions Advisor, visit our website, or call or email us.

P: 0800 863 693

E: schools@ServiceIQ.org.nz

For an up-to-date contact in your region, please visit:

www.ServiceIQ.org.nz/schools
or scan the QR code below.



We look forward to helping you.

ServiceIQ

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