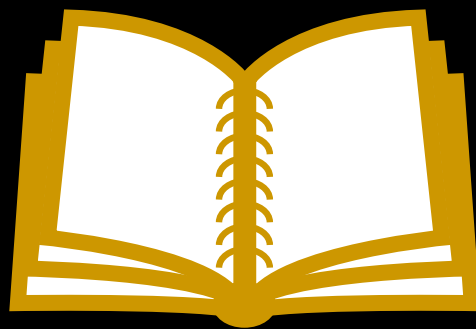


Service IQ

SMARTER PEOPLE FOR
SMARTER BUSINESSES

**Gateway
Training Resources
and Guide 2018**



Contents

- Introducing ServiceIQ Gateway Products 2018 1
- Your Guidelines to Gateway success 2
- Assessment Guidelines 5
- Gateway Product Options 6**
- Readymade ServiceIQ Gateway Products 6**
 - Retail & Retail Supply Chain..... 6
 - Hospitality 9
 - Aviation 10
 - Tourism & Travel (Cultural Camps)..... 12
- DIY ServiceIQ Gateway Products 14**
 - Retail & Retail Supply Chain..... 14
 - Tourism & Travel..... 18
 - Māori Tourism..... 21
 - Hospitality 22
 - Work and Study, Interpersonal Communication, Self Management..... 27

Introducing ServicelQ Gateway Products 2018

In this guide, you will find the approved unit standards, products and product packages for your school to use with Gateway training.

Ordering your Gateway resources

Note: Gateway resources cannot be purchased from the ServicelQ online shop.

To order your resources for each student please complete:

1. a Memorandum of Understanding (MoU)
2. a Student Registration

This is for both Readymade ServicelQ Gateway Products and DIY ServicelQ Gateway Products.

Please note **Tutor Delivery Guides** are **not** available for all unit standards, if you would like one, please include a request with your resource orders and if they are available we will supply them.

ServicelQ Assessment Services

ServicelQ offers assessment services to schools with students engaged in Gateway training. The assessment service costs \$40 + GST.

When you send the students' assessments to ServicelQ for marking, please **attach** the assessment cover sheets (available on our website) and **COURIER** to:

Gateway Assessments, C/-ServicelQ

either:

Level 14, Plimmer Towers, 2-6 Gilmer Terrace, Wellington 6011

Level 4, AMP Centre, 29 Customs Street West, Auckland 1010, or

203 Cambridge Terrace, Christchurch 8013

Please note: if further evidence is required (FER) for any assessments these will be returned to your school, and you will need to courier them back to ServicelQ for marking. The resit fee is \$15 + GST.

Your ServicelQ Consent and Moderation Requirements (CMR)

All schools using our products must ensure that the learning and assessment environment and the tutor/ assessor meets ServicelQ's Consent and Moderation Requirements (CMR).

NZQA accredited schools with consent to assess must also meet ServicelQ's CMR.

Disclaimer

The prices and versions of unit standards in this guide are correct at the time of publishing. However, both are subject to change.

It is the school's responsibility to check assessments against TAGs before submission.

Your Guidelines to Gateway success



Welcome to the easy guide that contains everything you need to enrol your students in a ServiselQ Gateway programme where they gain first-hand experience of what it's like to have a career in the exciting service industry. Simply read the information and complete each step, and if you have any questions, don't hesitate to contact the dedicated schools team at ServiselQ.

1. Download and complete the ServiselQ Gateway Memorandum of Understanding (MOU)

2. Complete the Student Registration/Resource Order Form

- ▶ This is an interactive pdf that you can complete on your computer if you wish.
- ▶ Register students using their legal name as listed in KMAR/NSN identification.
- ▶ Refer to the Gateway Resources booklet to select compatible unit standards/programmes.
- ▶ Don't forget to order related tutor manuals and industry texts if required.
- ▶ Indicate whether you intend to send your student assessments to us for marking services, or:
 - ▶ state/request the name of your local ServiselQ registered assessor if available, or
 - ▶ if your school has consent to assess the units and you intend to use your in-school assessor, and you'll be using your own provider number to report the units (e.g. for Māori Tourism or generic units).

3. Email your completed MOU and registration form to: "schools@ServiselQ.org.nz" Subject: (Your school name) Gateway MOU / Registration

- ▶ ServiselQ will process your registration and resource order, and return a counter-signed MOU for your files.
- ▶ Only one MOU is required each year to cover all ServiselQ Gateway Units and supported programmes.
- ▶ If you require a regional ServiselQ Registered Assessor for retail and hospitality practical observations, please contact your regional ServiselQ Schools Advisor for assistance.
- ▶ Allow a minimum of 10 working days for your resources to be delivered.
- ▶ If you wish to add a new student/s at a later date please submit another Student Registration/Order form. We will add them to your existing MOU and registrations.

4. Resources are dispatched

Once you receive the resources, there are a couple of things you need to do to help your student/s with verification: help them complete their Learning Material and Assessments, liaise with the workplace, and your local ServiceIQ registered assessor if you are using their services.

Your school will be invoiced for resources/programme fees when the eligibility/registration forms have been processed.

5. When your student is ready for assessment

To avoid delays, please ensure assessments:

- ▶ are completed in full, using a blue or black pen (not pencil)
- ▶ are completed under exam conditions
 - ▶ answers (even for 'open book' assessments) must be explained in the student's own words to demonstrate understanding
- ▶ have all required verifications signed, and meaningful feedback has been given by their workplace supervisor (**not** by the school)
- ▶ have supplementary evidence signed, dated and attached (stapled or in a plastic sleeve, e.g. photos, workplace forms etc)
- ▶ are submitted with a completed Gateway Assessment cover sheet
 - ▶ please check – was the student registered via a ServiceIQ MOU/Registration form? If you have swapped the assessment for a different student, please state their full details on the cover sheet.

6. Assessment/Marking services

- ▶ Please photocopy/scan the student Learning Material/Assessment and cover sheet for your files.
- ▶ Please note any required reassessments will be returned to the school for further evidence and will need to be couriered back to ServiceIQ for marking. This may incur an additional charge.

7. Courier assessments: Attention: Gateway Assessments

Courier assessments to ServiceIQ (details are on the cover sheet) for marking services, or arrange assessment meetings with your regional ServiceIQ Registered Assessor.

For schools using the services of a regional ServiceIQ Registered Assessor – please contact your ServiceIQ Schools Advisor for information and approval.

- ▶ The school and the assessor can arrange their own fee for assessment support.
- ▶ We recommend you arrange dedicated tutorial time for your student with the assessor. As the subject matter expert, they can offer industry tips and support for your student/s who is/are preparing for the workplace and assessments.
- ▶ The ServiceIQ Registered Assessor must complete the Gateway Assessment Cover/Competency sheet and:
 1. email a copy of the filled-in cover sheet to ServiceIQ (the original is returned to the school), so we can complete the student and assessor's assessment status in our system.
 2. keep a copy of the cover sheet for moderation purposes and invoicing.
 3. return the original assessment/Learning Materials and cover sheet to the school for your records.

8. Reporting units

Once the cover sheet/competency report has been returned by the Assessor to your school as “achieved”, the school can report the unit/s through your reporting process using the ServiceIQ provider number. This is in our letter returned to your school with the counter signed MOU.

- ▶ Certificates can be ordered via the Certificate Order Form once your school has reported the units – please refer to www.ServiceIQ.org.nz.
- ▶ ServiceIQ will send Programme Certificates, that are included for specific resources/programmes (e.g RSIS, CSA, etc), when a student’s cover sheet/competency report has been received and processed at ServiceIQ.

For ServiceIQ Gateway Supported Programmes (GSPs) – e.g. RSIS

The ServiceIQ Gateway Contracted Co-ordinators (GCC) will recruit and confirm successful students onto the specific programmes.

They will also:

- ▶ require your school to complete a ServiceIQ MOU after your student has been confirmed via the student eligibility form. Please note, only one MOU is required per year for all programmes.
- ▶ order/supply programme resources for your students.
- ▶ track and assess your students throughout their work placement.
- ▶ submit a programme completion report to the school and forward a copy to ServiceIQ. This will detail the results of students' assessments and programme attendance so that your school, by using the ServiceIQ provider number, can report the units that have been achieved.

ServiceIQ will process and send programme achievement certificates to your school within four weeks of receiving the completion reports.

- ▶ Schools will be invoiced for resources/programme fees when the programme eligibility forms have been processed.
- ▶ Please refer to the website for further details/flyers about the individual programmes or ask your dedicated GCC.

Assessment Guidelines

- ▶ State the name of the retail store/café/aero/tourism workspace and location, and attach extra evidence to assessments e.g a business card, flyers, menu copy or photo of the environment to help set the scene for the assessor. This is good practice for all workplace assessments.
- ▶ When the student's handwriting is difficult to read, please ask them to type their assessment, date and sign it, state the number of the question they are answering, and attach this to the related page of the Learning Material.
- ▶ **Please get familiar with the assessment and verification requirements. Check the student's assessment for obvious errors before it is sent in for marking.**
- ▶ The workplace supervisor must complete the verification. All assessments and assessor judgements rely on the standard of the required and supplementary evidence supplied, and feedback from your student's supervisor. The more detail offered in the verification the better. This is also the opportunity for the student to get constructive feedback. Please encourage the student's supervisor to take the time to do this or you can relate their exact feedback on the student 'scribe verbatim' on behalf of a busy supervisor and get them to sign and date it.
- ▶ If you have any queries about the assessment content please contact the ServiceIQ Assessment Support team.
- ▶ All the questions must be answered in full. Be aware some questions have two parts – so two answers are required.
- ▶ All attached evidence must be labelled with the student's name, the page number and question number it relates to.
- ▶ For personal presentation evidence – a good, clear workplace photo is perfect.
- ▶ Courier the assessments for marking early – ideally by the middle of term three. This will allow enough time for any further evidence required (FER) to be obtained before they complete their placements and depart in term four. ServiceIQ moderates and supports the assessments for thousands of industry trainees too, so timeliness, great evidence and thorough assessment answers and verifications will eliminate those loose ends at the end of the year, or term one next year.

Gateway Product Options

Readymade ServicelQ Gateway Products



Retail & Retail Supply Chain

The Warehouse – Red Shirts in Schools	1100
Warehouse Stationery – Blue Shirts in Schools	1200
<i>(ONLY available via ServicelQ Gateway Contracted Coordinators)</i>	
Level 2 – Total Credits: 22	\$455 +GST

Costs include: Work placement 1 day per week over 10 weeks, Uniform, Supported Learning Plan, on-site Assessment, Participation Certificate, CSA Certificate.

Please visit www.ServicelQ.org.nz/schools/gateway/red-shirts-in-schools/ for further information and/or to find out if there is a Gateway Contracted Coordinator available in your area.

Unit	Standard	Version	Title	Level	Credits
57		9	Provide customer service	2	2
62		9	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
11941		6	Establish and maintain positive customer service interactions	2	2
11968		7	Demonstrate and apply knowledge of legislation applicable to sale of goods and services	2	4
11971		7	Use safe work practices in a retail or distribution environment	2	3
9677		9	Participate in a team or group which has an objective	2	3
28301		1	Demonstrate knowledge of product information in a retail environment	2	5

This programme is managed through ServicelQ and Gateway Contracted Coordinators that select and interview students who meet The Warehouse criteria. Please contact your ServicelQ Schools Advisor for more information on this product or see the Red Shirts in Schools/Blue Shirts in Schools flyer.

Work placement is one day per week for 10 weeks. All assessments are completed on the job.

Countdown SEEDS Programme

1400

(ONLY available via ServiceIQ Gateway Contracted Coordinators)

Level 2 – Total Credits: 19

\$450 +GST

The SEEDS Programme is made up of 19 credits covering the fundamentals in customer service identified by the industry as essential for the retail workplace. The programme involves 10 days' work experience over 10 weeks, plus pre-workplace support.

The certificate is made up of a set menu of credits (see below) which can be used towards the New Zealand Certificate in Retail (Level 2).

As part of Countdown SEEDS package each student will receive:

- ▶ a 10 week work placement with Countdown
- ▶ learning resources and assessment materials
- ▶ coaching support and assessment through a dedicated coordinator.

Please visit www.ServiceIQ.org.nz/schools/gateway-training/countdown-seeds-programme/ for further information and/or to find out if there is a Gateway Contracted Coordinator available in your area.

Unit Standard	Version	Title	Level	Credits
20666	5	Demonstrate a basic knowledge of contamination hazards and control methods used in a food business	2	2
9677	9	Participate in a team or group which has an objective	2	3
28145	1	Interact with customers in a service delivery context	2	2
28301	1	Demonstrate knowledge of product information in a retail environment	2	5
11968	7	Demonstrate and apply knowledge of legislation applicable to sale of goods and services	2	4
11971	7	Use safe work practices in a retail or distribution environment	2	3

Z – Forecourt Concierge Package

1600

(ONLY available via ServiselQ Registered Coordinators)

Level 2 – Total Credits: 20

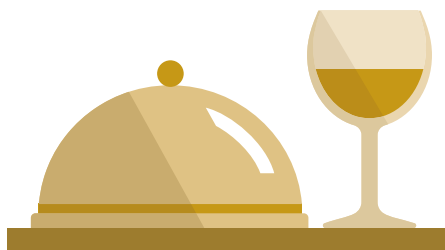
\$450 +GST

+ safety boots paid by the school

Costs include: Work placement 1 day per week over 10 weeks, Uniform, Supported Learning Plan, On site Assessment, Participation Certificate.

Unit Standard	Version	Title	Level	Credits
57	9	Provide customer service	2	2
62	9	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
9677	9	Participate in a team or group which has an objective	2	3
11938	4	Assist customers to select goods and/or services	2	3
11971	7	Use safe work practices in a retail or distribution environment	2	3
24871	3	Complete workplace forms	2	2
28145	1	Interact with customers in a service delivery context	2	2

This programme is managed through ServiselQ and regional coordinators that select and interview students who meet Z criteria. Please contact your ServiselQ Schools Advisor for more information on this product or see the Z Forecourt Concierge flyer. Work placement is 1 day per week for 10 weeks, from 10am to 5pm. All assessments are completed on the job.



Hospitality

OASIS Quick Service Restaurant Hospitality Programme

1500

(ONLY available via McDonald's Restaurants Ltd)

Level 2 – Total Credits: 17

\$235 +GST

Learning resource and assessment supplied by McDonald's Restaurants Ltd. Assessments have been integrated into McDonald's SOPs and mapped to the unit standards below via a QA process.

Unit Standard	Version	Title	Level	Credits
167	8	Practice food safety in a food business under supervision	2	4
62	9	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
14443	7	Pack food and beverage orders for takeaway in a commercial environment	2	2
29529	1	Serve customers under supervision in a quick service restaurant	2	4
29530	1	Perform crew duties under supervision in a quick service restaurant	2	2
28145	1	Interact with customers in a service delivery context	2	2

This programme is managed through the McDonald's OASIS Coordinator. Students who want to participate in this programme will have an interest in hospitality, business studies, franchise ownership. Work placement is 1 day per week for 6 weeks. All learning and assessments are completed on the job.

Please contact your ServiceIQ Schools Advisor for more information on this product or see the OASIS flyer.



Aviation

Aviation tips

- ▶ We suggest your students complete their unit Learning Materials and assessments one at a time, and in this order – Unit Standard 16818, 20676, 19585, 19586, 19587 & 20677.
- ▶ Unit standards 16818 and 20676 require the whole Learning Material to be completed and sent for marking; while the remaining units only require the assessment task to be sent.
- ▶ Check each question has been completed before couriering them for marking. This saves the documents being returned for further evidence required (FER) or resits.
- ▶ For Aero Club programmes – as soon as your students have been confirmed on the programme, submit an MOU and Student Registration/Order form asap so their resources can be ordered and the students can start working on their Learning Materials straight away. On the registration form please state which Aero Club programme and start date they have been confirmed on to.
- ▶ Aviation marking only: All other schools should courier assessments to: ServiceIQ, L14, Plimmer Towers, 2-6 Gilmer Terrace, Wellington 6011; Attention: Gateway Aviation Assessments. Attach an assessment cover sheet to each assessment.

Aviation Gateway Package

243

(ONLY ServicelQ registered aviation assessors may assess this product)

\$112 +GST*

Also available as Individual Training Packs – ITPs

279

From \$7.70 +GST to \$19.05 +GST

ServicelQ Assessment Service per unit standard \$40 +GST

Resit \$15 +GST

Aviation assessment fees will be invoiced after marking has been completed.

Resources must be ordered using the Gateway Student Registration and Resource Order Form. Please note that prices are subject to change.

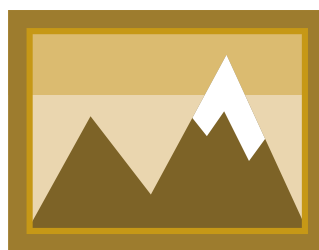
Unit Standard	Version	Title	Level	Credits
16818	4	Demonstrate knowledge of aviation industry law, systems and procedures	1	1
19585	2	Describe the development of aviation from pre-World War 1 through to current times	2	8
19586	2	Identify aviation support structures, aircraft types and operations in New Zealand	2	3
19587	2	Demonstrate knowledge of internal structures in the civil aviation industry in New Zealand	2	3
20676	2	Demonstrate knowledge of aviation career and training options (NB assessment only)	2	3
20677**	2	Demonstrate knowledge of the principles of aircraft flight	2	2

The Aviation Gateway Package is aimed at students who have an interest in aviation and gaining their Private Pilot's License (PPL). This learning plan can be completed independently or is used in conjunction with your local Aero Club (check if they offer Aviation Gateway).

Students will spend time at the aero club and complete the unit standards at school. All units must be assessed by a registered ServicelQ Aviation Assessor. For more information, contact your ServicelQ Schools Advisor – see www.ServicelQ/Gateway/Aviation

*Pack includes: Workbooks and Student assessments, Student Workplace Experience Record Booklet, lanyard with name tag.

Please ensure that all assessments sent to ServicelQ have an Assessment Cover Sheet attached.



Tourism & Travel (Cultural Camps)

This pack is only to be used on a fully Supported Cultural Camp as arranged by ServiceIQ. Please contact your ServiceIQ Schools Advisor to find out about the best option for your school.

Multi-unit Training Pack – MTP

269

Māori Cultural Camp Pack 1

Level 2–3 – Total Credits: 21

POA

Camp includes five days, fully inclusive of meals, accommodation, activities, learning materials and assessment.

Unit Standard	Version	Title	Level	Credits
17383	6	Explain the importance, and demonstrate correct pronunciation, of Māori place names	3	3
17384	6	List and use a range of te reo Māori greetings and farewells in tourism	3	3
17786	6	Explain the importance of respecting Māori customs and practices in tourism Māori	3	5
17784	6	Examine and recite appropriate karakia in tourism Māori	3	5
17791	6	Identify and explain kaitiaki practices in tourism Māori	3	5

This pack is only to be used on a fully Supported Cultural Camp as arranged by ServiceIQ. Please contact your ServiceIQ Schools Advisor for more information – schools@serviceiq.org.nz

Multi-unit Training Pack – MTP

270

Māori Cultural Camp Pack 2**Level 3 – Total Credits: 20****POA**

Camp includes five days, fully inclusive of meals, accommodation, activities, learning materials and assessment.

Unit Standard	Version	Title	Level	Credits
21251	4	Set tables, serve kai and clear tables in a marae wharekai	2	2
27510	2	Identify traditional kai and describe the gathering process	2	2
17383	6	Explain the importance, and demonstrate correct pronunciation, of Māori place names in tourism	3	3
17384	6	List and use a range of te reo Māori greetings and farewells in tourism	3	3
17784	6	Examine and recite appropriate karakia in Tourism Māori	3	5
17786	6	Explain the importance of respecting Māori customs and practices in tourism Māori	3	5

This pack is only to be used on a fully Supported Cultural Camp as arranged by ServiceIQ. Please contact your ServiceIQ Schools Advisor for more information – schools@serviceiq.org.nz

DIY SERVICEIQ GATEWAY PRODUCTS

A request for the use of Level 3 unit standards for Gateway can be made to your ServiceIQ Schools Advisor, who will discuss requirements and suitability on a case by case basis.

Retail and Retail Supply Chain tips

- ▶ Personal presentation evidence: please provide a good, clear workplace photo.
- ▶ Please state the name of the retail store/workspace and attach a business card, flyer, or photo of the environment to help set the scene for the assessor.
- ▶ Workplace verifications – must be done by the workplace supervisor only. Please encourage them to give as much constructive and positive feedback as possible. Add copies of comments from your school/workplace logbook if one is used.



Retail & Retail Supply Chain

Resources must be ordered using the Gateway Student Registration and Resource Order Form.

For all resource costs, please refer to the following tables. Note that prices are subject to change.

Customer Service Award Package

240

This has integrated learning material and assessment. This pack includes a CSA certificate issued after successful completion.

Level 2 – Total Credits: 22

\$120 +GST

ServiceIQ Assessment Service \$165 +GST

Unit Standard	Version	Title	Level	Credits
57	9	Provide customer service	2	2
62	9	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
11941	6	Establish and maintain positive customer service interactions	2	2
11968	7	Demonstrate and apply knowledge of legislation applicable to sale of goods and services	2	4
11971	7	Use safe work practices in a retail or distribution environment	2	3
9677	9	Participate in a team or group which has an objective	2	3
28301	1	Demonstrate knowledge of product information in a retail environment	2	5

This package requires a work placement of a minimum of 10 days, and workplace verification from the employer/workplace supervisor.

Working in Distribution Package

252

Level 2 – Total Credits: 17

POA

ServiceIQ Assessment Service \$150 +GST

Unit Standard	Version	Title	Level	Credits
62	9	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
11971	7	Use safe work practices in a retail or distribution environment	2	3
11972	4	Move goods manually and record stock movement in a retail or distribution environment	2	2
11973	3	Demonstrate knowledge of loss prevention techniques in a distribution facility	2	2
30287	1	Demonstrate basic knowledge of distribution operations and distribution facilities and equipment	2	4
30288	1	Pick and assemble goods for dispatch in a retail or distribution environment under supervision	2	3

This product requires the student to be engaged in a distribution workplace. The employer's details must be included on the Student Registration form sent with your resource order. The units contained in this product will require workplace verification from the employer/workplace supervisor. Completed assessments are to be sent to ServiceIQ for marking and final sign off.

Individual Training Packs – ITPs

242

Level 2 – Total Credits: 21

ServiceIQ Assessment Service per ITP \$40 +GST

Unit Standard	Version	Title	Level	Credits	Cost
57	9	Provide customer service in given situations	2	2	\$12.17 +GST
62	9	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3	\$8.70 +GST
7118	5	Manage own learning programme	2	3	\$12.23 +GST
7123	5	Apply a problem solving method to a programme	2	2	\$9.87 +GST
11938*	4	Assist customers to select goods and/or services	2	5	\$13.13 +GST
11941*	6	Establish and maintain positive customer service interactions in a retail environment	2	2	\$11.04 +GST
11968*	7	Demonstrate and apply knowledge of legislation applicable to sale of goods and services	2	4	\$11.04 +GST
11971*	7	Use safe work practices in a retail environment under supervision	2	3	\$12.91 +GST
12349	4	Demonstrate knowledge of time management	2	3	\$10.00 +GST
24871	3	Complete workplace forms	2	2	\$8.29 +GST
24997	2	Demonstrate knowledge of theft and fraud in a retail or distribution environment	2	5	\$12.70 +GST
25000	1	Demonstrate knowledge of security systems and procedures used in a retail or distribution environment	2	3	\$9.30 +GST
28145	1	Interact with customers in a service delivery context	2	2	\$9.13 +GST
28301	1	Demonstrate knowledge of product information in a retail environment	2	5	\$11.13 +GST

*These units require student to have a Work Placement because they need workplace verification from the employer/workplace supervisor.

Please ensure that all assessments are sent to ServiceIQ with an Assessment Cover Sheet attached.

Individual Training Packs – ITPs

242

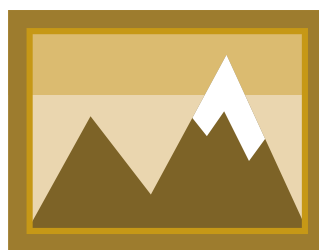
Level 3

ServiceIQ Assessment Service per ITP \$40.00 +GST

Unit Standard	Version	Title	Level	Credits	Cost
422*	v2	Create in-store displays in a retail or distribution environment	3	3	\$12.14 +GST
11818*	v6	Demonstrate and apply product and/or service knowledge	3	2	\$12.23 +GST
28146*	v1	Prepare for and handle payment transaction in a service delivery context	3	4	\$9.48 +GST

*These units require students to be either in part time work or previous retail/service industry experience and a Work Placement. Units will need the employer/workplace supervisor to complete the workplace verifications prior to units being assessed by ServiceIQ.

Please ensure that all assessments are sent to ServiceIQ with an Assessment Cover Sheet attached.



Tourism & Travel

Resources must be ordered using the Gateway Student Registration and Resource Order Form.

For all resource costs, please refer to the following tables. Please note that prices are subject to change.

Tourism/Travel tips

All information is in the Student Assessment (SA) and Tutor Assessment Guide (TAG).

Individual Training Packs – ITPs

244

Tourism Gateway

Level 2

From \$3.48 +GST to \$24.00 +GST

ServiceIQ Assessment Service per ITP \$40 +GST

Unit Standard	Version	Title	Level	Credits
18237*	2	Perform calculations for a tourism workplace	2	3
23761	2	Read and comprehend work-related documents in English for a tourism workplace	2	3
24724	1	Demonstrate knowledge of the history of tourism	2	4
24726	1	Describe and compare social and cultural impacts of tourism	2	3
24728	2	Demonstrate knowledge of work roles in tourism	2	3
24729	3	Demonstrate knowledge of world tourist destinations	2	4
24731	4	Demonstrate knowledge of destination New Zealand (NB Assessment only)	2	4
24732	2	Demonstrate knowledge of tourist characteristics and needs	2	3

Tourism Gateway Handbook Pack:**

Gateway Experience Record Handbook, Gateway Workplace Handbook, Tourism Gateway Lanyard

*Students need to be engaged in a tourism/service sector workplace. The employer's details must be included on the Student Registration form sent with your resource order. The units contained in this product will require workplace verification from the employer/workplace supervisor. Completed assessments are to be sent to ServiceIQ for marking and final sign off.

**Required for each student involved in a Tourism/Travel Gateway placement. If ordering multiple ITPs only one Tourism Gateway Placement Pack is needed. Coordinators need to order the Tourism Gateway Handbook Pack and list it as a separate purchase and code for Gateway.

Please note: There is also Tourism Gateway Coordinator Handbook available for ordering.

Tourism Gateway**Level 3****From \$3.83 +GST to \$56.00 +GST****ServiceIQ Assessment Service per ITP \$40 +GST**

It is recommended that students have completed Level 2 prior to attempting Level 3 Tourism and Travel units standards.

Unit Standard	Version	Title	Level	Credits
18212	2	Demonstrate knowledge of New Zealand as a tourist destination	3	8
18226	4	Apply cross-cultural communication for the tourism industry	3	3
23755*	1	Identify and self-evaluate the demands of a specific role in a tourism workplace	3	3
23766**	1	Demonstrate knowledge of the tourism industry (includes Allan Collier textbook)	3	5
24733	2	Describe and promote a New Zealand tourist destination	3	5

*This product requires the student to be engaged in a tourism/service sector workplace. The employer's details must be included on the Student Registration form sent with your resource order. The units contained in this product will require workplace verification from the employer/workplace supervisor. The workplace verifier needs to meet the CMR requirements for the unit standards that require verification. Completed assessments are to be sent to ServiceIQ for marking and final sign off.

Travel Gateway**Level 3****From \$13.87 +GST to \$76.57 +GST****ServiceIQ Assessment Service per ITP \$40 +GST**

Unit Standard	Version	Title	Level	Credits
23764	3	Demonstrate verbal communication skills in a wide range of tourism contexts (NB Assessment only)	3	3
25192	1	Demonstrate knowledge of airline terminology and products used in the travel industry (NB Assessment only)	3	4
25503	1	Identify and access travel product information and travel-related information	3	3
3727	9	Demonstrate knowledge of Pacific Island countries as visitor destinations	3	5
18228	3	Demonstrate knowledge of specific New Zealand regions as tourist destinations	3	8
23758	3	Demonstrate knowledge of communication and customer service theory in a tourism workplace	3	4

Students need to be engaged in a tourism/service sector workplace. The employer's details must be included on the Student Registration form sent with your resource order. The units contained in this product will require workplace verification from the employer/workplace supervisor. Completed assessments are to be sent to ServiceIQ for marking and final sign off.

Māori Tourism

Māori Tourism tip

We recommend that your school arrange/contract your local Te Reo teacher/school Māori liaison specialist/parent to assess and support your student with local knowledge of Māori tikanga/protocols, and local history to ensure the school meets the MQF CMR requirements.

Individual Training Packs – ITPs

264

Māori Tourism

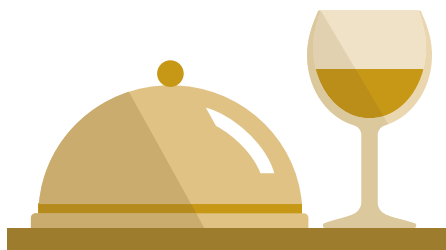
Level 3

ServiceIQ Assessment Service per ITP \$40 +GST

Unit Standard	Version	Title	Level	Credits	Cost
17383	6	Explain the importance, and demonstrate correct pronunciation, of Māori place names in tourism	3	3	\$11.33 + GST
17384	6	List and use a range of te reo Māori greetings and farewells in tourism	3	3	\$7.65 + GST
17391	6	Demonstrate knowledge of key forms of Māori communication and the significance of Māori identity in tourism Māori	3	5	\$10.82 + GST
17578	7	Explain the value of whānau in tourism Māori	3	4	\$10.82 + GST
17786	6	Explain the importance of respecting Māori customs and practices in tourism Māori	3	5	\$10.58 + GST
17788	6	Identify, and explain the history of, natural attractions and significant sites in tourism Māori	3	5	\$12.52 + GST
17791	6	Identify and explain kaitiaki practices in tourism Māori	3	5	\$10.80 + GST

The Māori Tourism unit standards belong to the Māori Qualifications Services (MQS), the standard setting body. These unit standards are part of the tourism Māori suite which may be used to contribute towards achieving the graduate outcomes of the New Zealand Certificate in Tourism Māori (Level 3). These units also may be used towards the NZ Certificate in Tourism (Introductory Skills – Level 2).

MQS have accredited schools with consent to assess these units. Please refer to relevant CMR 778 on NZQA website for further information.



Hospitality

Resources must be ordered using the Gateway Student Registration and Resource Order Form.

For all resource costs, please refer to the following tables. Please note that prices are subject to change.

If you would like to use hospitality unit standards for Gateway, please contact your ServiceIQ Schools Advisor, who will discuss requirements and suitability on a case by case basis.

Please contact your ServiceIQ Schools Advisor for assistance or referral to a registered ServiceIQ Assessor for support with assessments, if required.

Visit www.ServiceIQ.org.nz/shop (Hospitality) for training DVDs, industry reference books and pricing.

UNIT STANDARD 167

This pre-entry unit standard is for people wanting to work in a food business and includes a basic understanding of practices that result in safe food. This standard is a minimum compliance requirement for food businesses for registration with some local councils.

SCHOOLS WORKPLACE LOGBOOK

This logbook has a variety of extra forms and 'verification forms' for the student, their workplace supervisor, and teacher to complete and use as supporting evidence.

Hospitality tips

- ▶ We recommend that your school has good hospitality reference texts available to support students' learning e.g The NZ Chef; The NZ Cooks Dictionary; videos/DVDs – these can be purchased from the ServiceIQ shop. If you use videos make sure they are of a high culinary standard and the clip is referenced in the assessment.
- ▶ If there is a local hospitality assessor, foods/hospitality teacher available, book them for regular tutorials, mentoring and assessment preparation as early as possible – not just at the end when students are ready to be assessed.
- ▶ To prepare for assessments, students are encouraged to practice and track their progress on all practical tasks – especially cookery, coffee, table service etc – at home, and at school if possible.
- ▶ Work experience and verification evidence (photos etc) can also be used towards any relevant unit standards she/he may be completing in a hospitality/foods class (e.g. Unit Standard 167 Food Safety, knife handling, customer service).

Blended training packs (BTP)

A selection of Cookery Individual Training Packs are available as blended packs. These are highlighted on the following pages in the BTP column. A blended ITP consists of the following products:

▶ **Online Student Learning Material.**

Your student accesses these on the ServiceIQ eLearning platform.

▶ **Printed Student Assessment.**

These are printed documents that will be couriered to you by ServiceIQ.

▶ **Digital Supporting Documents:**

- ▶ Activity book.
- ▶ Activity Answer book.
- ▶ Tutor Assessment Guide.
- ▶ Blended Training Packs Quick Guide.

The ITPs that are available as Blended Training Packs have had the activity answers removed from the back of the printed Student Learning Material. The activity answers are available in a PDF file.

Please contact your Schools Advisor for more information.

Individual Training Packs – ITPs

263

Level 1

From \$4.87 +GST to \$43.22 +GST

ServiceIQ Assessment Service per ITP \$40 +GST

BTP	Unit Standard	Version	Title	Level	Credits
	15891	5	Demonstrate knowledge of commercial cutlery and crockery types and uses in the hospitality industry	1	2
	15892	5	Demonstrate knowledge of terminology used for food and recipes in commercial cookery	1	5
	15895	5	Demonstrate knowledge of boiling and baking in the commercial catering industry	1	2
	15896	5	Demonstrate knowledge of frying and grilling as cookery methods in the commercial catering industry	1	3
✓	15900	5	Prepare and present meat in the hospitality industry	1	4
✓	15901	5	Prepare and present fruit and vegetables in the hospitality industry	1	3
	15905	5	Serve non-alcoholic beverages to tables in the hospitality industry	1	2
	15918	5	Demonstrate knowledge of roles and jobs in the hospitality industry	1	3
✓	15919	5	Prepare and present hot finger food in the hospitality industry	1	2
✓	15920	5	Prepare and present sauce and soup in the hospitality industry	1	2
✓	15921	5	Prepare and cook a cake, a sponge and a batch of scones in the hospitality industry	1	3
	19769	4	Provide food service to the table in the hospitality industry	1	3
✓	19770	4	Prepare and present egg and cheese dishes in the hospitality industry	1	3
	19771	4	Prepare, cook and present seafood in the hospitality industry	1	3
	21057	4	Prepare, construct, and garnish mocktails for the hospitality industry	1	2
✓	21058	4	Identify career pathways in the hospitality industry	1	2
✓	21059	4	Demonstrate knowledge of knife care, use, storage, and carrying for the hospitality industry	1	2

Individual Training Packs – ITPs

263

Level 2

From \$4.87 +GST to \$43.22 +GST

ServiceIQ Assessment Service per ITP \$40 +GST

BTP	Unit Standard	Version	Title	Level	Credits
	57	9	Provide customer service in given situations	2	2
	62	9	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
✓	167	8	Practice food safety methods in a food business under supervision	2	4
✓	13271	5	Cook food items by frying	2	2
	13272	5	Cook food items by baking	2	2
	13273	5	Cook food items by boiling	2	2
	13274	5	Cook food items by poaching	2	2
	13275	5	Cook food items by steaming	2	2
✓	13276	5	Cook food items by grilling	2	2
	13277	5	Cook food items by braising and stewing	2	2
✓	13278	5	Cook food items by roasting	2	2
	13279	5	Cook food items by microwaving	2	2
✓	13280	5	Prepare fruit and vegetable cuts	2	2
✓	13281	6	Prepare and present basic sandwiches for service	2	2
✓	13283	5	Prepare and present salads for service	2	2
	13284	5	Clean food production areas and equipment	2	2
✓	13285	5	Handle and maintain knives in a commercial kitchen	2	2
	13344	5	Demonstrate knowledge of the characteristics of commercial cookery and their applications	2	3
	14425	7	Prepare and serve hot and cold non-alcoholic drinks in a commercial hospitality environment	2	5
	14434	7	Prepare and clear areas for table service in a commercial hospitality environment	2	3
	14436	7	Provide table service in a commercial hospitality environment	2	4
	14440	7	Prepare and clear areas for counter food service in a commercial hospitality environment	2	2

Unit		Version	Title	Level	Credits
BTP	Standard				
	14443	7	Pack food and beverage orders for takeaway in a commercial hospitality environment	2	2
	14466	6	Demonstrate knowledge of maintaining a safe and secure environment for people in the the hospitality industry	2	2
	17285	9	Demonstrate knowledge of commercial espresso coffee equipment and prepare espresso beverages under supervision	2	4
	17286	7	Prepare and present pressed coffee for service	2	2
	17287	7	Prepare and present filtered coffee for service	2	2
	20666	5	Demonstrate basic knowledge of contamination hazards and control methods used in a food business	2	2
	22428	5	Prepare and present tea for service	2	2
	24526	4	Apply safe working practices in a commercial kitchen	2	4
	28145	1	Interact with customers in a service delivery context	2	2

These units require the student to undertake Work Placement with businesses because they require workplace verification from the employer/workplace supervisor.

Individual Training Packs – ITPs

263

Level 3

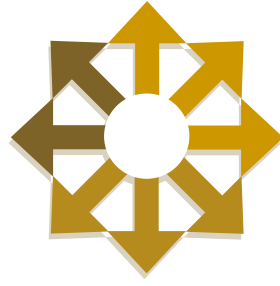
From \$4.87 +GST to \$43.22 +GST

ServiceIQ Assessment Service per ITP \$40 +GST

Unit		Version	Title	Level	Credits
Standard					
	168	6	Demonstrate knowledge of food contamination hazards, and control methods used in a food business	3	4
	13282*	5	Prepare, assemble, and present complex sandwiches for service in a commercial kitchen	3	2
	13343	5	Demonstrate knowledge of basic nutrition in commercial catering	3	5
	17284	6	Demonstrate knowledge of coffee origin and production	3	3
	18497	6	Demonstrate knowledge of culinary products and terms	3	8

*These units require the student to undertake Work Placement with businesses because they require workplace verification from the employer/workplace supervisor and a ServiceIQ Registered Assessor to be present during assessment. Please contact your ServiceIQ Schools Advisor prior to work placement.

Other Level 3 unit standards are available on request. Assessment and workplace conditions apply, please contact your Schools Advisor for more information.



Work and Study, Interpersonal Communication, Self Management

Resources must be ordered via the Gateway Registration Form

For all resource costs, please refer to the following tables. Please note that prices are subject to change.

These unit standards are generic in scope for all schools. Resources can be purchased from ServiceIQ.
To find out about assessment, please contact your regional ServiceIQ Schools Advisor.

Individual Training Packs – ITPs

267

Level 2

ServiceIQ Assessment Service per ITP \$40.00 +GST

Unit Standard	Version	Title	Level	Credits	Cost
57	9	Provide customer service in given situations	2	2	\$12.17 +GST
62	9	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3	\$8.70 +GST
64	7	Perform calculations for the workplace	1	2	\$17.65 + GST
1304	8	Communicate with people from other cultures	3	2	\$12.77 +GST
7118	5	Manage own learning programme	2	3	\$13.90 +GST
7123	5	Apply a problem solving method to a programme	2	2	\$14.80 +GST
9677	9	Participate in a team or group which has an objective	2	3	\$9.37 +GST
12349	4	Demonstrate knowledge of time management	2	3	\$10.00 +GST
10791	4	Participate in an informal meeting	2	3	Student Assessment only \$3.50 +GST
24871	3	Complete workplace forms	2	2	\$8.50 +GST

Service IQ

SMARTER PEOPLE FOR
SMARTER BUSINESSES

Contact us

0800 863 693

ServiceIQ.org.nz/schools
schools@ServiceIQ.org.nz

Level 14, Plimmer Towers
2-6 Gilmer Terrace, Wellington 6011
PO Box 25522, Wellington 6146

Follow us



ServiceIQ



@ServiceIQNZ



ServiceIQ



@ServiceIQNZ



ServiceIQ