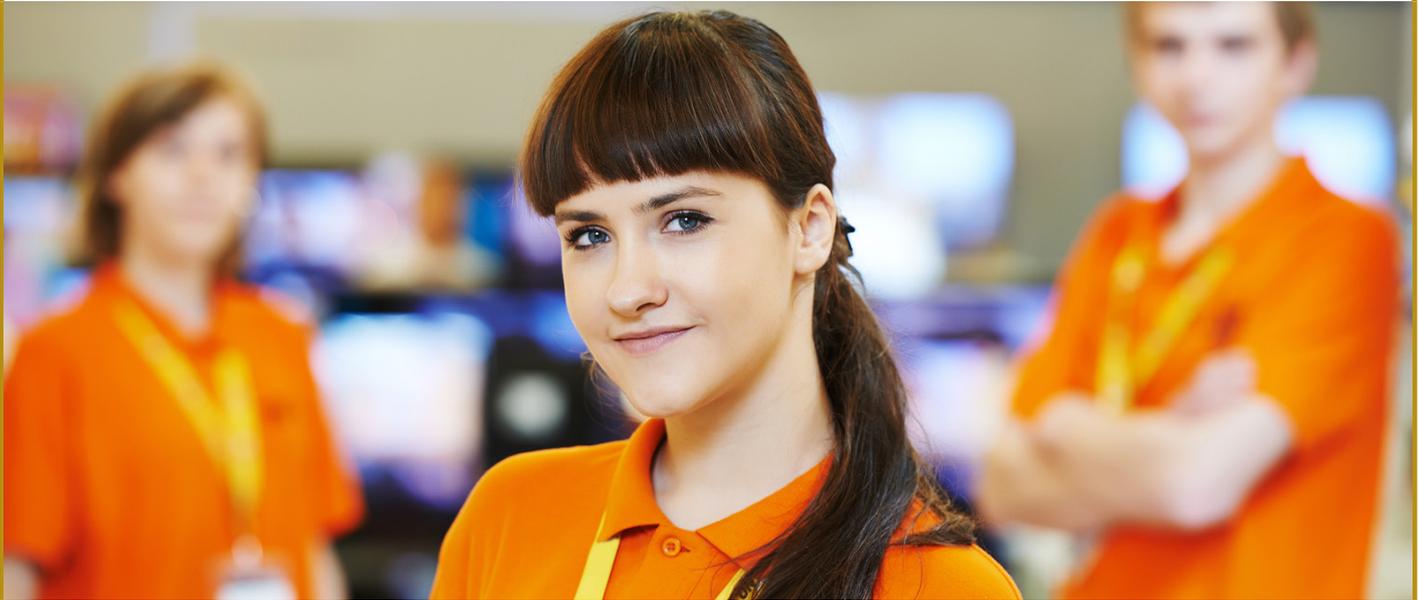


Customer Service Award

OPEN THE DOOR TO A CAREER IN RETAIL



Retail is an exciting career choice with loads of possibilities – from helping customers, product displays, marketing, to running a store.

The Retail Customer Service Award 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.

Students will gain a ServiceIQ Customer Service Award as well as credits that can be used towards a nationally recognised New Zealand Certificate in Retail. They'll learn important skills in line with industry standards including: effective communication; personal presentation; product knowledge and teamwork.

How it works

Just engage a suitable workplace. ServiceIQ will supply the student learning resources, and mark the student's assessments. Check the [DIY ServiceIQ Gateway Training process flowchart](#) for all the details.

Benefits for students

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

TALK TO US

Service IQ

Whakangungu Ahumahi Ratonga

HELPING OUR CUSTOMERS SUCCEED
BY GROWING THEIR TALENT

For more information
please contact ServiceIQ:

0800 863 693

schools@ServiceIQ.org.nz

ServiceIQ.org.nz

School 2 Career

Programme details

The Retail Customer Service Award is made up of 22 credits covering the essentials in customer service identified by the industry as essential for the retail workplace. Learning material and assessment are integrated but students can also use Individual Training Packs if they are more suitable.

Menu

Unit	Title	Level	Credits
57	Provide customer service	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
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 a product or product information in a retail environment	2	5
Total Credits			22

COVID-19 vaccination requirements

Students wishing to participate in a ServiceIQ Readymade (fully supported) Gateway programme which has an in-workplace component must be fully COVID-19 vaccinated.

ServiceIQ staff working in schools and Gateway workplaces will also meet the requirement to be fully vaccinated, as well as all applicable Public Health Orders.

Why ServiceIQ?

ServiceIQ is the training partner for the retail sector and many others 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.

How to get in the door

To apply for this exciting programme, please contact one of the ServiceIQ Talent Supply and Transitions team who will walk you through the process. Simply call ServiceIQ on **0800 863 693** or email schools@ServiceIQ.org.nz

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