

ServiceIQ

 **Te Pūkenga**

**DIY Gateway
Training Resources
and Guide 2023**

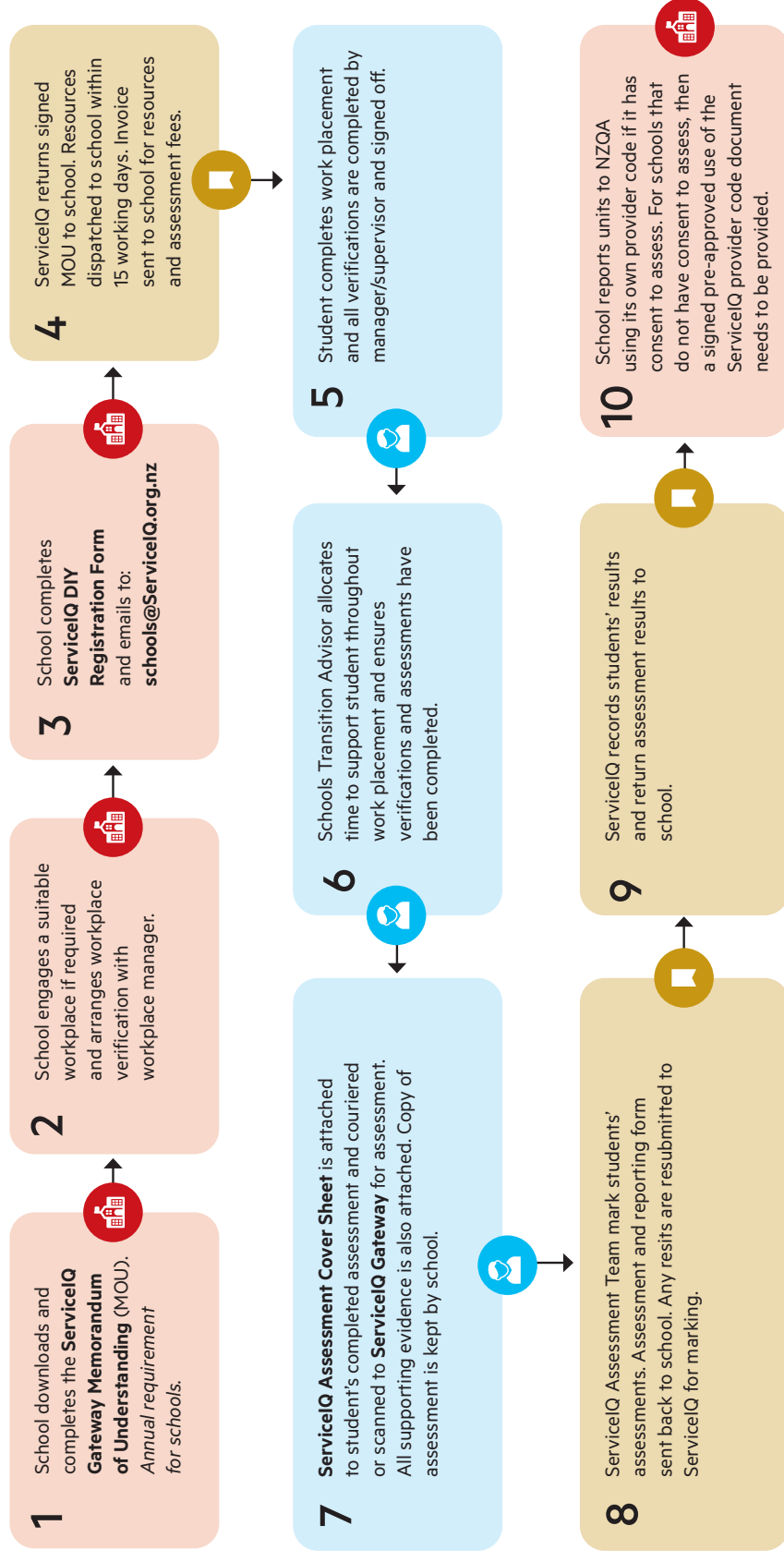


Contents

Your Guidelines to Gateway success	1
Assessment Guidelines	4
Aviation	5
Retail and Retail Supply Chain	7
Tourism and Travel.....	10
Māori Tourism	13
Hospitality	15
Work and Study, Interpersonal Communication, Self Management	19

DIY ServiselQ Gateway Programmes

Create your own Gateway with our products



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

Your Guidelines to Gateway success



Welcome to the easy guide that contains everything you need to enrol your students in a DIY ServicelQ 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 ServicelQ.

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

2. Complete the DIY Registration 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 this Gateway Resources booklet to select compatible unit standards/programmes.
- ▶ Don't forget to order related 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 Workplace 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 DIY Registration Form to: "schools@ServicelQ.org.nz" Subject: (Your school name) Gateway MOU / Registration

- ▶ ServicelQ 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 ServicelQ Gateway Units and supported programmes.
- ▶ If you are using a Registered Workplace Assessor for retail and hospitality practical observations, please contact your regional ServicelQ Schools Transitions 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 DIY Registration 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 complete their Learning Material and Assessments, liaise with the workplace, and Schools Transitions Advisor and Workplace Assessor if 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

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

- ▶ Please complete a coversheet for all students and units.
- ▶ Please photocopy/scan the Student Learning Material/Assessment and cover sheet for your files.
- ▶ Please note any required re-assessments 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 for marking services, or arrange assessment meetings with your Registered Workplace Assessor.

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

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

Gateway Assessments, C/-ServiceIQ

either:

Level 2, 15 Walter Street, Wellington 6011

Level 2, 50 Langdons Road, Papanui, Christchurch 8053

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 ServiceIQ for marking. The resit fee is \$15 +GST.

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 the schools reporting process. This is in our letter returned to your school with the counter signed MOU.

Using the ServiceIQ provider code is only permitted if a signed pre-approved approval letter is in place. The approval letter will highlight all requirements and responsibilities.

Schools using the ServiceIQ provider code without pre-approval will be reported to NZQA who will remove those credits.

- ▶ 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.

Your ServiceIQ Consent and Moderation Requirements (CMR)

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

NZQA accredited schools with consent to assess must also meet ServiceIQ’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.

Blended training packs (BTP)

A selection of Training Packs are available as blended packs. These are highlighted on the following pages in the BTP column. All Blended Training Packs (BTPs) cost \$12.50 +GST.

A BTP 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.
 - ▶ 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 Transitions Advisor for more information.

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 your regional ServiceIQ Schools Transitions Advisor.
- ▶ 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.



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.
- ▶ 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 DIY Registration Form asap so their resources can be ordered and the students can start working on their Learning Materials straight away. On the DIY Registration Form please state which Aero Club programme and start date they have been confirmed on to.

Aviation Gateway Package

243

(ONLY ServiceIQ registered aviation assessors may assess this product)

\$350 +GST

Also available as Individual Training Packs – ITPs

279

From \$49.06 +GST

Resit \$15 +GST

Prices include assessment service.

Resources must be ordered using the Gateway DIY Registration Form.

Please note that prices are subject to change.

Unit				
BTP	Standard	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 (NB assessment only)	2	3
✓	20677	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 and some aero clubs. All units must be assessed by a registered ServiceIQ Aviation Assessor. For more information, contact your ServiceIQ Schools Transitions Advisor – see www.ServiceIQ/Gateway/Aviation

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

* Unit 20676 is an assessment only. Information required for students to complete research is outlined in the student assessment.

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



Retail and Retail Supply Chain

Resources must be ordered using the Gateway DIY Registration Form.

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

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.

Working in Distribution Package

252

Level 2 – Total Credits: 17

\$270 +GST

ServiceIQ Assessment Service \$150 +GST

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

BTP	Unit Standard	Title	Level	Credits
✓	57	Provide customer service in given situations	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
	25000	Demonstrate knowledge of security systems and procedures used in a retail or distribution environment	2	3
✓	28145	Interact with customers in a service delivery context	2	2
✓	28298	Demonstrate knowledge of cash handling	2	3
	28301	Demonstrate knowledge of product information in a retail environment	2	5

*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

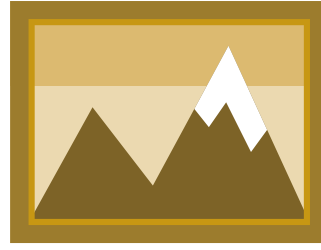
ServiceIQ Assessment Service per ITP \$40 +GST

BTP	Unit Standard	Title	Level	Credits
	422*	Create in-store displays in a retail environment	3	3
✓	11818*	Demonstrate and apply product and/or service knowledge	3	2
✓	28146*	Prepare for and handle payment transactions in a service delivery context	3	4

*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 contact your regional ServiceIQ Schools Transitions Advisor for information and guidance of verification requirements.

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



Tourism and Travel

Resources must be ordered using the Gateway DIY Registration 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 \$10.16 +GST

ServiceIQ Assessment Service per ITP \$40 +GST

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

*Students need to be engaged in a tourism/service sector workplace. The employer's details must be included on the DIY 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.

Tourism Gateway

Level 3

From \$11.44 +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.

BTP	Unit		Level	Credits
	Standard	Title		
✓	378	Provide customer service to international visitors	3	3
✓	18212	Demonstrate knowledge of New Zealand as a tourist destination	3	8
	18226	Apply cross-cultural communication for the tourism industry	3	3
	23755*	Identify and self-evaluate the demands of a specific role in a tourism workplace	3	3
	23766	Demonstrate knowledge of the tourism industry (NB Assessment only)	3	5
	24733	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 DIY 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 \$9.23 +GST****ServiceIQ Assessment Service per ITP \$40 +GST**

BTP	Unit Standard	Title	Level	Credits
✓	3727	Demonstrate knowledge of Pacific Island countries as visitor destinations	3	5
	18228	Demonstrate knowledge of specific New Zealand regions as tourist destinations	3	8
	23758	Demonstrate knowledge of communication and customer service theory in a tourism workplace	3	4
	23764	Demonstrate verbal communication skills in a wide range of tourism contexts (NB Assessment only)	3	3
✓	25192	Demonstrate knowledge of airline terminology and products used in the travel industry	3	4
	25193	Demonstrate knowledge of ground terminology and products used in the travel industry	3	4

Students need to be engaged in a tourism/service sector workplace. The employer's details must be included on the DIY 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.

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.

Individual Training Packs – ITPs

264

Māori Tourism

Level 2

ServiceIQ Assessment Service per ITP \$40 +GST

Unit Standard	Title	Level	Credits
31287	Prepare and provide kai service, as part of a team and under supervision, for manuhiri.	2	8

Māori Tourism**Level 3****ServiceIQ Assessment Service per ITP \$40 +GST**

Unit Standard	Title	Level	Credits
17391	Demonstrate knowledge of key forms of Māori communication and the significance of Māori identity in tourism Māori	3	5
✓ 17784	Examine and recite appropriate karakia in tourism Māori	3	5
✓ 17786	Explain the importance of respecting Māori customs and practices in tourism Māori	3	5
✓ 17791	Identify and explain kaitiaki practices in tourism Māori	3	5
✓ 31070	Explain the importance of Māori place names and use reo Māori greetings and farewells in tourism	3	4
31071	Identify and explain the cultural significance of natural and manmade attractions in tourism Māori (NB Assessment only)	3	6



Hospitality

Resources must be ordered using the Gateway DIY Registration 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 Transitions Advisor, who will discuss requirements and suitability on a case by case basis.

Should you require Level 1 unit standards please contact your regional ServiceIQ Schools Transitions Advisor.

Please contact your ServiceIQ Schools Transitions Advisor for assistance or support with assessments, if required.

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

UNIT STANDARD 167 – Best practice

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.

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 – 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).

Individual Training Packs – ITPs

263

Level 2

From \$8.16 +GST

ServiceIQ Assessment Service per ITP \$40 +GST

BTP	Unit Standard	Title	Level	Credits
✓	57	Provide customer service in given situations	2	2
✓	62	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
✓	167	Practice food safety methods in a food business under supervision	2	4
✓	13271	Cook food items by frying	2	2
✓	13272	Cook food items by baking	2	2
	13273	Cook food items by boiling	2	2
	13274	Cook food items by poaching	2	2
	13275	Cook food items by steaming	2	2
✓	13276	Cook food items by grilling	2	2
	13277	Cook food items by braising and stewing	2	2
✓	13278	Cook food items by roasting	2	2
	13279	Cook food items by microwaving	2	2
✓	13280	Prepare fruit and vegetable cuts	2	2
✓	13281	Prepare and present basic sandwiches for service	2	2
✓	13283	Prepare and present salads for service	2	2
✓	13284	Clean food production areas and equipment	2	2
✓	13285	Handle and maintain knives in a commercial kitchen	2	2
✓	13344	Demonstrate knowledge of the characteristics of commercial cookery and their applications	2	3
✓	14425	Prepare and serve hot and cold non-alcoholic drinks in a commercial hospitality environment	2	5
	14431	Demonstrate knowledge of food service styles and menu types	2	3
	14434	Prepare and clear areas for table service in a commercial hospitality environment	2	3
	14436	Provide table service in a commercial hospitality environment	2	4

Unit					
BTP	Standard	Title	Level	Credits	
✓	14440	Prepare and clear areas for counter food service in a commercial hospitality environment	2	2	
✓	14443	Pack food and beverage orders for takeaway in a commercial hospitality environment	2	2	
✓	14466	Demonstrate knowledge of maintaining a safe and secure environment for people in the the hospitality industry	2	2	
	14469	Provide customers with information about an establishment	2	2	
✓	17285	Demonstrate knowledge of commercial espresso coffee equipment and prepare espresso beverages under supervision	2	4	
✓	17286	Prepare and present pressed coffee for service	2	2	
	17287	Prepare and present filtered coffee for service	2	2	
✓	20666	Demonstrate basic knowledge of contamination hazards and control methods used in a food business	2	2	
	22428	Prepare and present tea for service	2	2	
	24526	Apply safe working practices in a commercial kitchen	2	4	
✓	28145	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 \$11.41 +GST

ServiceIQ Assessment Service per ITP \$40 +GST

BTP	Unit Standard	Title	Level	Credits
✓	168	Demonstrate knowledge of food contamination hazards, and control methods used in a food business	3	4
✓	13282*	Prepare, assemble, and present complex sandwiches for service in a commercial kitchen	3	2
✓	13343	Demonstrate knowledge of basic nutrition in commercial catering	3	5
✓	17284	Demonstrate knowledge of coffee origin and production	3	3
✓	18497	Demonstrate knowledge of culinary products and terms	3	8
	30916	Prepare and present basic hot and cold canapés in a commercial kitchen	3	4

*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 Transitions Advisor prior to work placement.

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



Work and Study, Interpersonal Communication, Self Management

Resources must be ordered via the Gateway DIY 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 Transitions Advisor.

Individual Training Packs – ITPs Level 2

267

ServiceIQ Assessment Service per ITP \$40 +GST

BTP	Unit Standard	Title	Level	Credits
✓	57	Provide customer service in given situations	2	2
✓	62	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
	1304	Communicate with people from other cultures	3	2
	7123	Apply a problem solving method to a programme	2	2
	9677	Participate in a team or group which has an objective	2	3
	24871	Complete workplace forms	2	2

ServiceIQ



Contact us

0800 863 693

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

Level 2, 15 Walter Street, Wellington 6011
PO Box 25522, Wellington 6140

Follow us



ServiceIQ



@ServiceIQNZ



ServiceIQ



@ServiceIQNZ



ServiceIQ