ServiceIQ

Readymade and DIY Gateway Handbook

2025

Rarangi upoko
Contents

ServiceIQ

Readymade Gateway

These programmes have been created by ServiceIQ as full learning packages; some in partnership with industry organisations, and include complete training resources.

or

DIY Gateway

This is where a school can tailor learning for their students by picking one or more unit standards. The school engages a suitable workplace with the support of ServiceIQ's complete training resources and where verification happens on the job.

It is the school's responsibility to find a suitable work placement for the student(s).

School – **NO** assessor	School – **WITH** assessor
School Gateway Coordinator	The school or engaged external provider must have consent to assess against the standards in the Gateway programme and make sure they meet the industry or sector-specific requirements for these. For more information about consent to assess contact NZQA.

School – NO assessor

Go to **www.ServiceIQ.org.nz/Gateway**

Download and complete:
- ▶ Gateway Memorandum of Understanding (MOU)
- ▶ Readymade and DIY Gateway Registration Form

Email forms to **Schools@ServiceIQ.org.nz**

Go to **www.ServiceIQ.org.nz/Shop**
to order resources

School receives **Learning Material + Assessment** (can be printed and/or online)

ServiceIQ returns signed **MOU**

School receives **invoice for Learning Material + Assessment + Assessment Service** (end of month)

Check for prices:
www.ServiceIQ.org.nz/GatewayResources2025

School receives **Learning Material + Assessment** (can be printed and/or online)

School receives **invoice for Learning Material + Assessment**

Check for prices:
www.ServiceIQ.org.nz/GatewayResources2025

⌖ GATEWAY ⌖

Student completes work placement and all verifications are completed by manager/supervisor and signed off.

School Gateway Coordinator

Scans assessment to **Schools@ServiceIQ.org.nz** incl:
- ▶ Assessment Cover Sheet (www.ServiceIQ.org.nz/Gateway)
- ▶ Completed assessment
- ▶ All supporting evidence

School assesses assessment

ServiceIQ confirms results via email

NZQA

School reports units to NZQA.
If school has a signed MOU then they can use ServiceIQ provider code to report the units to NZQA.

NZQA

School reports units to NZQA using its **own** provider code.

Certificate gets sent to your school (Readymade Gateway only).

School can print its own certificate or request one through ServiceIQ (fee payable).

Your Guidelines to Gateway success

Welcome to the easy guide that contains everything you need to enrol your students in a Readymade or DIY ServiceIQ 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 Schools Team at ServiceIQ.

Please note:
These instructions are for when you need ServiceIQ's Assessment Service only.

If you have a NZQA approved assessor through your school or are engaging with another provider (with consent to assess the standards you intend to offer) then visit our ServiceIQ Shop (**www.ServiceIQ.org.nz/Shop**) to purchase resources.

All forms and supporting information can be found here – **www.serviceiq.org.nz/schools/gateway**

1. Download and complete the 2025 ServiceIQ Gateway Memorandum of Understanding (MOU)

2. Complete the 2025 Readymade and DIY Gateway Student 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 KAMAR/NSN identification.
- ▶ Complete all details clearly on the form.
- ▶ If using the Gateway Fund, ensure you have listed the work placement and all relevant parties have signed the form.
- ▶ Refer to this Gateway Handbook to select compatible programmes/unit standards.

3. Email your completed MOU and Student Registration Form/s to: schools@ServiceIQ.org.nz
Subject: (Your school name) Gateway MOU / Student Registration

- ▶ ServiceIQ will return a counter-signed MOU for your records. Only one MOU is required each year to cover all ServiceIQ Gateway offerings.
- ▶ ServiceIQ will process your student registration/s into our system; resources will be ordered through our printers and an invoice raised.
- ▶ Please allow up to 10 working days for the resources to be delivered to you. Resources will come to your school address.
- ▶ All invoices will be sent at the end of each month.
- ▶ You will need to submit a new registration form for each student.

4. Getting your student started once you receive the resources

Once you receive the resources, your student can get started on their learning material and assessment while doing their work placement. The manager or supervisor at the workplace will verify the student's work. Instructions on what needs verification will be detailed in the assessment.

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.

▶ are the student's own work, with all questions answered in their own words to demonstrate understanding, even if the assessment is open book.

▶ have all required verifications signed, and meaningful feedback has been given by their workplace supervisor or manager (not by the school).

▶ have supplementary evidence signed, dated and attached (e.g. photos, workplace forms etc).

▶ are submitted with a completed Gateway Assessment cover sheet (available on our website).

6. ServiceIQ Assessment Service

▶ ServiceIQ's Assessment Service is charged at $51.75 incl GST per unit standard and was invoiced when you first registered your student.

▶ Please complete a coversheet (available on our website) for each assessment submission.

▶ Please scan the assessment and cover sheet to **schools@serviceiq.org.nz**

▶ Subject line: Your student's name, Programme/Unit Standard name, Student's NSN.

▶ Email body: Any extra information that we might need to know about.

▶ Please keep a copy for your records.

▶ Please note that if further evidence is required, the assessment will be returned to the school, and the school will need to re-submit the assessment to ServiceIQ for marking.

▶ This will be an additional charge of $18.40 incl GST each time ServiceIQ needs to re-assess an assessment.

7. Reporting results

The ServiceIQ registered Assessor will return an assessment result sheet/competency report to you with the results of the assessment. This will include results that are either 'achieved' or 'not yet achieved'. The school will report all results to NZQA following your standard internal process.

IMPORTANT: The school can only use ServiceIQ's provider code when:

▶ **You have a counter-signed MOU and email from ServiceIQ for the current year.**

▶ **You follow the requirements and responsibilities in the email from ServiceIQ.**

▶ **You are only reporting the unit standards that the student has been registered for in their Gateway programme and approved by ServiceIQ.**

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

8. Certificates

▶ It is the responsibility of the school to report all 'achieved' unit standards to NZQA. ServiceIQ is not responsible for this.

▶ The Readymade Gateway programmes have a ServiceIQ certificate that will be issued to the school, upon completion of all the required unit standards.

▶ For the DIY unit standards, you can order a certificate via ServiceIQ.

▶ For more information and detail, please visit ServiceIQ's website **www.serviceiq.org.nz/schools/gateway-training/gateway-certificate-ordering**

Meeting Consent and Moderation Requirements (CMR)

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

Disclaimer

▶ Prices and details in this handbook are correct at time of publishing. Prices and details are subject to change at the discretion of ServiceIQ.

▶ If your student changes their mind about the programme within 30 days of the invoice, a refund of the Assessment Service fee, less a $50 + GST administration fee may be refunded. The fee for any resources is non-refundable.

▶ If your student changes their mind about the programme and you have another student wanting to take their place, a $50 + GST administration fee will apply. This will be in addition to the original fees.

▶ Refunds will be reviewed and approved/declined by the Customer Support Manager.

▶ All students who require ServiceIQ's Assessment Service, need to be registered with us.

▶ ServiceIQ respects your privacy and keeps safe the information you provide us. If you would like to know more, please see the privacy statement on our website **www.serviceiq.org.nz/privacy-statement**

Schools online

A selection of Training Packs are available as either Fully Online or Blended Packs.

These are highlighted with icons on the following pages:

🖥 = Fully online Training Packs

All Fully Online Training Packs cost $25 incl GST and consist of the following products:

▶ **Online Student Learning Material**

Your student accesses these on the ServiceIQ eLearning platform (Te Kete).

▶ **Online Student Assessment**

Your student accesses these on the ServiceIQ eLearning platform (Te Kete).

🖵 = Blended Training Packs

All Blended Training Packs cost $18.50 incl GST and consist of the following products:

▶ **Online Student Learning Material**

Your student accesses these on the ServiceIQ eLearning platform (Te Kete).

▶ **Printed Student Assessment**

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

▶ **Digital Supporting Documents:**

　▶ Activity sheet(s).

　▶ Activity Answer sheet(s).

　▶ Blended Training Packs Quick Guide.

These will be ordered through the standard Student Registration Form; you will need to indicate whether you want printed, or blended/online products.

ServiceIQ Assessment Guidelines

▶ State the name of the service sector workplace 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 assessment.

▶ **Please get familiar with the assessment and verification requirements. Check the student's assessment for obvious errors before it is sent in for marking. A re-assessment fee will apply each time it needs to be re-assessed.**

▶ 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 ServiceIQ – **schools@serviceiq.org.nz**.

▶ 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.

▶ **End of year –** Email 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.

Readymade Gateway Programmes

Mitre10 Gateway Programme

Mitre 10 has 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**
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
30288	Pick and assemble goods for dispatch in a retail or distribution environment under supervision	2	3
11978	Maintain housekeeping in a retail environment	2	3
		Total Credits	**22**

McDonald's OASIS

The McDonald's OASIS (Offering Assistance to Students in Schools) Gateway Pprogramme 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**

Christchurch City Council Cadets

Christchurch thrives because of the people the City Council employs. Young people make great Christchurch City Council Cadets when they're willing to step forward and soak up all they can learn about service and systems from a supportive recreation centre team.

Menu			
Unit	**Title**	**Level**	**Credits**
27927	Apply health, safety and security practices in a service delivery environment	3	5
28146	Prepare and handle payment transactions in a service delivery context	3	4
11817	Serve customers face to face in a wide range of contexts	3	4
28298	Demonstrate knowledge of cash handling in a retail environment	2	3
11968	Demonstrate and apply knowledge of legislation applicable to sale of goods and services	2	4
		Total Credits	**20**

Healthy Futures Retail Gateway Programme

Healthy Futures is a Retail Gateway Pprogramme 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.
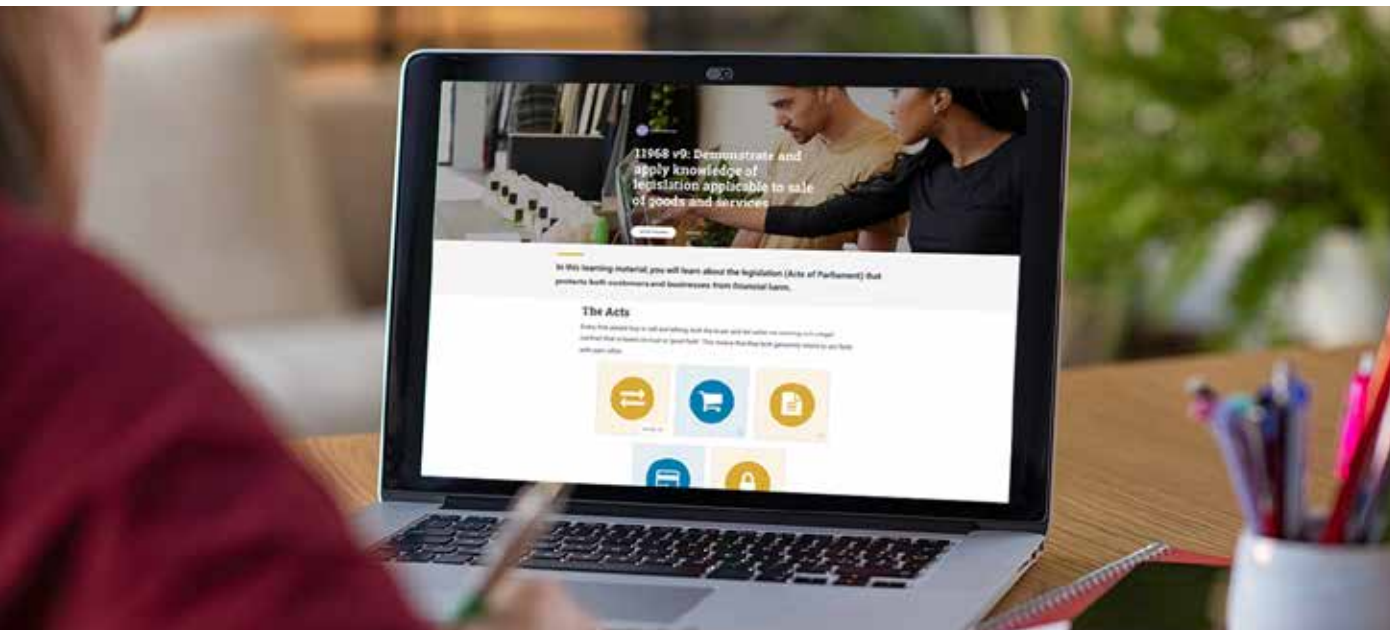
Menu			
Unit	**Title**	**Level**	**Credits**
11817	Serve customers face to face in a wide range of contexts	3	4
11968	Demonstrate and apply knowledge of legislation applicable to sale of good and services	2	4
11971	Use safe work practices in a retail environment under supervision	2	3
24997	Demonstrate 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**

Retail Ready Award

Retail suits many people with a wide range of exciting career and on-job learning opportunities. Helping customers, creating product displays, marketing, running a store, or management are just a few. The Retail Ready Award is a gateway programme that gives students a chance to get valuable skills and knowledge in retail.

Menu			
Unit	**Title**	**Level**	**Credits**
7123	Apply a problem solving model	2	2
9677	Communicate in a team or group which has an objective	2	3
11968	Demonstrate 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
24997	Demonstrate knowledge of theft and fraud in a retail or distribution	2	5
28301	Demonstrate knowledge of products and product information in a retail environment	2	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 model	2	2
		Total Credits	**21**

Level 3 Service Sector Insights Gateway

There are six options in the 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.

Gateway 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**

Gateway 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**

Gateway Hospitality 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**

Gateway 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**

Gateway 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**

Gateway 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**

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.

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 **NB assessment only**	2	3
20677	Demonstrate knowledge of the principles of aircraft flight	2	2
		Total Credits	**20**

Aviation Gateway Aeroscience Programme

ServiceIQ'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).

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**

DIY
Gateway
Programmes

Retail and Retail Supply Chain

Please 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/workplace 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.

Individual Training Packs – ITPs

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Retail and Retail Supply Chain Gateway
Level 2

ServiceIQ Assessment Service per ITP $45 +GST

▢ = **Blended Training Pack** – learning material also available online (packed with printed assessment).

Online	Uni	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
	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 in a retail environment	2	3
	28301	Demonstrate knowledge of products and product information in a retail environment	2	5

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

Individual Training Packs – ITPs

Retail and Retail Supply Chain Gateway
Level 3

ServiceIQ Assessment Service per ITP $45 +GST

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

*These units require students to have a work placement because they need workplace verification from the employer/workplace supervisor. The workplace verifier needs to meet the CMR requirements for the unit standards that require verification.

The employer's details must be included on the Registration Form sent with your resource order.

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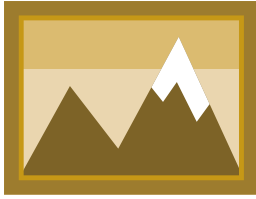
Tourism

Please note that prices are subject to change.

Individual Training Packs – ITPs

Tourism Gateway
Level 2

From $10.16 +GST

ServiceIQ Assessment Service per ITP $45 +GST

💻 = **Blended Training Pack** – learning material also available online (packed with printed assessment).

Online	Unit	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
	33211	Demonstrate knowledge of the history of Aorearoa New Zealand tourism	2	3
	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 Aotearoa New Zealand	2	4
	24732	Demonstrate knowledge of tourist characteristics and needs	2	3

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

Tourism Gateway

Level 3

<div align="right">

From $11.44 +GST

ServiceIQ Assessment Service per ITP $42 +GST

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⌨ = **Blended Training Pack** – learning material also available online (packed with printed assessment).

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

Online	Unit	Title	Level	Credits
⌨	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

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

Travel

Please note that prices are subject to change.

Individual Training Packs – ITPs

Travel Gateway
Level 3

From $9.23 +GST

ServiceIQ Assessment Service per ITP $45 +GST

🖥 = **Blended Training Pack** – learning material also available online (packed with printed assessment).

Online	Unit	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

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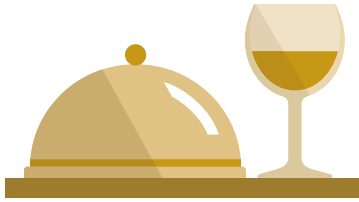
Hospitality

Please note that prices are subject to change.

Please contact the ServiceIQ Schools Team – **schools@serviceiq.org.nz:**

▶ if you would like to use hospitality unit standards for Gateway.
The schools team will discuss requirements and suitability on a case by case basis.

▶ if you require Level 1 unit standards

▶ if you need assistance or support with assessments.

NZQF Level 2 environment:

▶ the candidate must be under time pressures

▶ there must be an end user of the product

▶ domestic equipment may be used.

NZQF Level 3 and above environment:

▶ there is a high degree of realism intended to simulate a commercial workplace

▶ the candidate must be under realistic time pressures

▶ relevant commercial equipment to perform training and assessment is used

▶ realistic customer/staff ratios.

For assessment purposes guests are not required to be paying guests, however, in all assessments the 'guests' must be treated as paying guests.

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 and The NZ Cooks Dictionary.

▶ 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 they may be completing in a hospitality/food class (e.g. US 167 Food safety, US 21059 Knife handling, US57 Provide customer service).

Hospitality Gateway
Level 2

From $8.16 +GST

ServiceIQ Assessment Service per ITP $45 +GST

🖥 = **Fully Online Training Pack** – learning material and assessment also available online

🖵 = **Blended Training Pack** – learning material also available online (packed with printed assessment).

Online	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
🖥	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 in a commercial kitchen	2	2
🖥	13281	Prepare and and assemble, 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 establishment	2	5
🖵	14431	Demonstrate knowledge of food service styles and menu types in the hospitality industy	2	3

Online	Unit	Title	Level	Credits
🖥	14434	Prepare and clear areas for table service in a commercial hospitality establishment	2	3
🖥	14436	Provide table service in a commercial hospitality establishment	2	4
🖥	14440	Prepare and clear areas for counter food service in a commercial hospitality establishment	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 in the hospitality industry	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 serve tea	2	2
🖥	24526	Apply safe working practices in a commercial kitchen	2	4
🖥	28145	Interact with customers in a service delivery context	2	2

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

Hospitality Gateway
Level 3

From $11.41 +GST

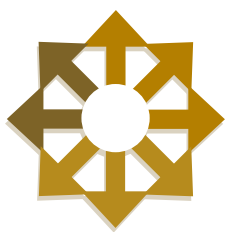**ServiceIQ Assessment Service per ITP $45 +GST**

🖥 = **Fully Online Training Pack** – learning material and assessment also available online

💻 = **Blended Training Pack** – learning material also available online (packed with printed assessment).

Online	Unit	Title	Level	Credits
🖥	168	Demonstrate knowledge of food contamination hazards, and control methods used in a food establishment	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, terms, and food preparation methods	3	8
💻	30916	Prepare and present basic hot and cold canapés in a commercial kitchen	3	4

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

Work and Study, Interpersonal Communication, Self Management

These unit standards are generic in scope for all schools. Resources can be purchased from ServiceIQ.

⌨ = **Blended Training Pack** – learning material also available online (packed with printed assessment).

Individual Training Packs – ITPs

Work and Study, Interpersonal Communication, Self Management Gateway
Level 2

ServiceIQ Assessment Service per ITP $45 +GST

Online	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
	1304	Communicate with people from other cultures	3	2
	7123	Apply a problem solving model	2	2
⌨	9677	Communicate in a team or group which has an objective	2	3
	24871	Complete complex forms	2	2

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

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

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