

ServiceIQ Programme of Study (for schools)

Provider name	Te Pūkenga Ltd T/A ServiceIQ	MoE number	6044
Programme of Study Title	New Zealand Certificate in Hospitality (Level 2)	Programme ID	124652-3
Level	2	Credits	40
NZSCED code and classification			
110101 Food, Hospitality and Personal Services > Food and Hospitality > Hospitality			
Qualification to which the programme leads			
New Zealand Certificate in Hospitality (Level 2) [Ref: 2108-2]			
Aim of Programme of Study			
<p>The programme provides an introduction for secondary school students interested in entering the hospitality industry in a range of entry level positions, through attainment of basic skills and knowledge. This programme will support their future employment opportunities to work, under supervision, across the different hospitality career pathways. The programme aims to benefit hospitality customer experiences and bring economic benefits to the country.</p> <p>Graduates will have the skills and knowledge to work in entry level positions, such as kitchen hand, waiter, barista, catering assistant, or receptionist, in a wide variety of hospitality workplaces.</p> <p>Students may continue on to the New Zealand Certificate in Cookery (Level 3) [Ref: 2100]; the New Zealand Certificate in Accommodation (Level 3) with strands in Housekeeping, Portering, and Reception [Ref: 2103]; the New Zealand Certificate in Catering Services (Level 3) [Ref: 2106]; or the New Zealand Certificate in Food and Beverage Service (Level 3) with strands in Barista, Bar Services, Buffet Services, Cafe Services, Functions Services, Quick Service Restaurant Services, and Restaurant Services [Ref: 2104].</p> <p>ServiceIQ has developed, in consultation with industry, this Programme of Study that secondary schools can apply for accreditation to deliver from NZQA. When the applicant is seeking accreditation for a programme where approval is held by another party, the application to NZQA must include evidence of support from the holder of the programme, which in this case consists of a letter of support from ServiceIQ. The application should include consent to assess for any standards if that is not held, or if consent is not required at that time. SSB support for the standards for which consent is sought should be included. If consent to assess is not included in the accreditation application, the specific units to be delivered should be stated, where this is not the full elective set. Details of the application process can be found here: https://www.nzqa.govt.nz/login/online-school-applications/</p>			

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Entry Requirements

Students must demonstrate an interest in working in the hospitality industry and intention to complete the entire programme.

Learning Outcomes and programme outline

Students will gain the knowledge and skills which have been identified by the hospitality industry as being necessary for entry level positions in food related businesses.

Schools are required to take students on workplace visits and/or engage with industry experts to keep abreast of the latest developments in technology, industry practice, and legislative requirements.

The unit standards introduce a hospitality vocational pathway onto further study or workplace training or apprenticeship by introducing the basic skills and tools needed for the industry.

The learning outcomes of this programme align with the overall qualification outcomes as shown below:

Learning Outcome 1: Students will learn and be able to meet basic hygiene, health and safety requirements, as applicable to a commercial kitchen and food related businesses.

Learning Outcome 2: Students will acquire the basic skills required for working in entry level roles in commercial kitchens and food related businesses. These skills include providing customer service and food preparation.

Learning Outcome 3: Students will learn and apply basic communication techniques, teamwork, problem solving and self-management skills in relation to commercial kitchens and food related businesses.

The schools must ensure the assessment environment for practical hospitality unit standards simulates a real work environment in terms of equipment, practices and service to a degree reflecting the New Zealand Qualifications and Credentials Framework (NZQCF) Level 2 and/or Level 3 environment, depending on the Level of the unit standard(s) being assessed.

NZQCF Level 2 environment must have **some** elements of commercial realism.

The following criteria are applicable (reflecting the Consent and Moderation Requirements ([CMR 112](#)):

- the candidate must be under time pressures
- there must be an end user of the product
- domestic equipment may be used.

The NZQCF Level 3 environment must **meet** the following requirements of the CMR:

- 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.

Some unit standards fall under other CMRs, including [CMR 226](#) and [CMR 113](#), and schools may need to participate in these other moderation systems. Note that all schools have consent to assess Manaaki Marae - Whāngai Manuhiri unit standards under CMR 226 which ensures they are responsive to Māori language and cultural requirements, learning and teaching styles, and aspects of spirituality.

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The schools should hold the consent required for any Level 2 and 3 cookery, and food and beverage unit standards in this programme that they plan to deliver. If consent is not held, that can be included in the accreditation application.

This Programme of Study for The New Zealand Certificate in Hospitality (Level 2) [Ref: 2108-2] is appropriate to the aim and learning outcomes of the qualification it leads to. The programme is made up of unit standards which have been mapped to align with the graduate outcomes of the qualification. The programme has been designed to be delivered to secondary schools throughout New Zealand and therefore flexibility is provided with the choice of unit standards, which should be specified if not the full elective set. Within this programme of study all qualification outcomes are met by mandatory and elective unit standards. Students start with Level 2 standards and progress to Level 3 in the second academic year. This aligns with their progression through school and NCEA.

Support for learners to engage with the Level 3 unit standards must be provided. Teachers will support students in the second year to build on skills developed in the first year of the programme and provide a variety of ways for them to grow and demonstrate their skills through practical experiences. The programme allows for opportunities for students to practice literacy and numeracy in the context of cooking and customer service, and teachers will support the development of these skills in the classroom as needed. assessed in alternate ways, e.g. via oral assessment.

ServiceIQ will support and monitor schools to meet NZQA qualification consistency review requirements, through a triangulation of evidence, derived from programme evidence and feedback evidence.

The school must ensure students receive training in an environment that meets the requirements of the Food Act 2014 and any food safety programmes recognised by this Act. This applies to all the practical unit standards.

Graduate Outcomes	Learning Outcomes	Unit standards			
Graduate Outcome 1 Meet basic health and safety requirements in a hospitality workplace (5 credits)	Learning Outcome 1 Students will learn and be able to meet basic hygiene, health and safety requirements, as applicable to a commercial kitchen and food related businesses.	<i>Mandatory standards:</i>			
		Unit Standard	Level	Credits	Title
		14466	2	2	Demonstrate knowledge of maintaining a safe and secure environment for people in the hospitality industry
		167	2	4	Practise food safety methods in a food business under supervision

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<p>Graduate Outcome 2</p> <p>Apply the basic skills associated with one or more entry level roles in the hospitality industry</p> <p>(30 credits)</p>	<p>Learning Outcome 2</p> <p>Students will acquire the basic skills required for working in entry level roles in commercial kitchens and food related businesses.</p>	<i>Mandatory standards:</i>			
		Unit Standard	Level	Credits	Title
		62	2	3	Maintain personal presentation and a positive attitude in a workplace involving customer contact
		13280	2	2	Prepare fruit and vegetable cuts in a commercial kitchen
		13284	2	2	Clean food production areas and equipment
		13285	2	2	Handle and maintain knives in a commercial kitchen
		13272	2	2	Cook food items by baking
		13283	2	2	Prepare and assemble, and present salads for service
		13276	2	2	Cook food items by grilling
		13281	2	2	Prepare and assemble, and present basic sandwiches for service
		13271	2	2	Cook food items by frying
		13278	2	2	Cook food items by roasting
		<i>Choice of unit standards below to make up the remaining 9 credits:</i>			
		Unit Standard	Level	Credits	Title
		14434	2	3	Prepare and clear areas for table service for a commercial hospitality establishment
		14436	2	4	Provide table service for a commercial hospitality establishment
		13344	2	3	Demonstrate knowledge of the characteristics of cookery methods and their applications in commercial catering
		17285	2	4	Demonstrate knowledge of commercial espresso coffee equipment and prepare espresso beverages under supervision
		22234	2	4	Compare characteristics of international dishes and prepare and present international dishes
		30895	2	4	Demonstrate knowledge of basic nutrition in commercial catering
		14431	2	3	Demonstrate knowledge of food service styles and menu types in the hospitality industry
		13273	2	2	Cook food items by boiling
		13274	2	2	Cook food items by poaching

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		13275	2	2	Cook food items by steaming
		13282	3	2	Prepare, assemble, and present complex sandwiches for service in a commercial kitchen
		13314	3	4	Prepare and cook egg dishes in a commercial kitchen 4
		13316	3	3	Prepare and cook basic pasta dishes in a commercial kitchen
		13325	3	4	Prepare and bake basic cakes, sponges, and scones in a commercial kitchen
		13331	3	4	Prepare and cook pickles, chutneys, and preserves in a commercial kitchen
		13343	3	5	Demonstrate knowledge of nutrition in commercial catering
		24525	3	4	Perform food costing calculations in a commercial hospitality environment
		14441	3	5	Provide cafe counter service in a hospitality establishment
		17284	3	3	Demonstrate knowledge of coffee origin and production
		17288	3	5	Prepare and present espresso beverages for service
		18497	3	8	Demonstrate knowledge of culinary products, terms, and food preparation methods
		168	3	4	Demonstrate knowledge of food contamination hazards, and control methods used in a food establishment
		29566	2	3	Prepare fruit and vegetables to present for manuhiri
		29567	2	4	Prepare equipment and cook kai in an oven to present for manuhiri
		29568	2	4	Prepare equipment and fry kai to present for manuhiri
		29569	2	6	Prepare equipment and cook kai with liquid to present for manuhiri
		30540	3	5	Plan, prepare, and produce a hāngi as part of a team, in accordance with tikanga and kawa

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<p>Graduate Outcome 3</p> <p>Carry out basic communication, teamwork, problem solving and self-management skills in relation to hospitality work</p> <p>(5 credits)</p>	<p>Learning Outcome 3</p> <p>Students will learn and apply basic communication techniques, teamwork, problem solving and self-management skills in relation to commercial kitchens and food related businesses.</p>	<p><i>Mandatory standards:</i></p> <table><tr><th>Unit Standard</th><th>Level</th><th>Credits</th><th>Title</th></tr><tr><td>9677</td><td>2</td><td>3</td><td>Communicate in a team or group which has an objective</td></tr><tr><td>7123</td><td>2</td><td>2</td><td>Apply a problem-solving model</td></tr></table>	Unit Standard	Level	Credits	Title	9677	2	3	Communicate in a team or group which has an objective	7123	2	2	Apply a problem-solving model
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9677	2	3	Communicate in a team or group which has an objective											
7123	2	2	Apply a problem-solving model											
<p>Training arrangements and support</p> <p>This 40-credit programme is designed to be delivered over two academic years by secondary schools throughout New Zealand who hold consent to assess Hospitality unit standards.</p> <p>The programme delivery is designed to be classroom-based, however schools will be encouraged to build links with local industry wherever possible and to invite industry speakers and/or include field trips as part of the programme.</p> <p>Programme delivery will be modelled to suit student needs based on delivery of 350 teaching hours and up to 50 self-directed learning hours.</p> <p>Teaching and Learning Materials</p> <p>ServiceIQ will provide Training Packages for all units included in the programme. The Training Packages will consist of Tutor Delivery Guides, digital files of maps and/or templates (as required), and Assessment Material (Student Assessment Portfolios and Tutor Assessment Guides).</p> <p>Secondary schools also have the option of using teaching and learning materials sourced from other providers.</p>														
<p>Assessment methods</p> <p>This programme is made up entirely of unit standards and therefore assessment is all competency based.</p> <p>Assessment activities will be designed to allow a range of evidence types to be produced as per the requirements of the unit standards. Schools will use their assessment guidelines and processes to ensure that assessment is fair, meets learners’ needs, and maintains consistency through regular review and moderation. They need consent to assess learners for any standards in this programme they plan to deliver, which shows they have met the requirements for assessment for these content areas. Schools will use a range of pre-moderated assessment materials that will be marked by trained staff.</p>														

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Moderation

All secondary schools who hold consent to assess Hospitality unit standards are required to participate in the corresponding moderation system (CMR) for the standards and participate in the moderation as follows:

- ensure that all assessment material is pre-moderated and approved prior to use (if not using ServiceIQ assessments)
- retain originals or copies of completed and marked assessments for a minimum of 18 months for moderation purposes
- provide assessment material as requested for post moderation.

Consistency of graduate outcomes

All schools with graduates of this programme are required to participate in the consistency processes scheduled by NZQA.

Evidence requirements for managing consistency will include evidence of the consistency graduate outcomes.

Indicative duration of Programme of Study

Number of months	16
Total learning hours	400 (350 teaching hours/class-based + 50 self-directed)
Total weeks/total teaching weeks	70
Total learning hours per week	5.7 (5.0 class-based + 0.7 self-directed)