

ServiceIQ's
essential
skills to
build your
business

Get your people up to speed faster, easier, cheaper

With your own in-house registered Workplace Assessor

Many successful businesses are choosing to be self-sufficient by going in-house to assess their employees who are upskilling on-job with ServiceIQ programmes.

This way, your business is supported by an internal expert who understands the organisation and its culture; and who knows exactly what's needed for your business to deliver an excellent customer service.

You'll save money, time and ensure consistent standards are met. Plus your trainees have a mentor right there in your workplace to help them get better at their job and learn new skills faster.



Benefits for your business

Your own Workplace Assessor helps you to:

- ▶ establish and uphold a high level of service across the business
- ▶ upskill existing and new employees better, faster, easier, cheaper
- ▶ ensure consistent standards are met for every process
- ▶ save money on external assessment
- ▶ save time and money with a well-trained and productive team
- ▶ monitor and help trainees to pick up new skills in line with your business
- ▶ build individual and team confidence quickly
- ▶ retain valued employees, helping them to develop professional skills and expertise

- ▶ assess all employees training in your workplace regardless of the skill level
- ▶ liaise with ServiceIQ to formalise your employees' qualifications.

Benefits for your own in-house Workplace Assessor

Training to be an Assessor:

- ▶ develops their career
- ▶ gives them important new skills
- ▶ helps them become a respected subject matter expert
- ▶ broadens their understanding of the business
- ▶ confirms the importance of their role
- ▶ delivers more job satisfaction.

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ServiceIQ



Mitre10 Mega Petone, Upper Hutt and Porirua wanted to ensure their customers enjoyed legendary service and that their teams felt valued and supported in their personal development.

Solution: The three stores introduced an end-to-end training programme with ServiceIQ. They also up-skilled their own training expert to assist with assessing and to better support the teams to master new skills, reach new standards and gain nationally recognised qualifications while on the job.

Result: Mitre 10 Mega Petone, Porirua & Upper Hutt Training & Induction Champion Joe Moorman explains: “Our relationship with ServiceIQ continues to grow each year, and has reached a point where most of our company training now leads to a ServiceIQ Retail Qualification. Our teams take advantage of these qualifications, and often comment on how happy they are that we offer these opportunities to them. Having a Workplace Assessor gave us greater flexibility in assisting our people, both in time constraints and applying the material to our specific business objectives, and even legitimised the value of the training we offer. We have also seen steady improvements in our service levels, which are evidenced by our customer comments, indicating we remain their Home Improvement Retailer of Choice.”



What your in-house Workplace Assessor does

When your chosen employee completes ServiceIQ Workplace Assessor training, they will manage the whole assessment process by:

- ▶ assisting your employees to master and apply new skills in your workplace
- ▶ helping to lead the training, verification and assessment process
- ▶ assessing whether your employees meet the Unit Standard requirements and are ready to qualify
- ▶ liaising with ServiceIQ to deliver your employees' qualifications.



Why ServiceIQ?

ServiceIQ is a business division of Te Pūkenga – New Zealand Institute of Skills and Technology. We are your industry-endorsed training partner and are committed to helping you build a successful business through world-class customer service. We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

Talk to us

The Workplace Assessment programme is just one of many that will benefit your business and employees. Talk to your expert ServiceIQ training advisor for no obligation advice on programmes to fit your needs.