



ServiceIQ

NAU MAI, HAERE MAI

WELCOME TO WORKPLACE TRAINING

Name:





My ServiceIQ Advisor

My Verifier

My Assessor

Rarangi upoko

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***Ehara taku toa i te toa takitahi, engari,
he toa takitini***

*Success is not the work of one,
but the work of many*

Tēnā koe!

Welcome to your workplace training, supported by ServiceIQ.

This booklet is to help you get started and explains how training and assessment works.

He aha ai ServiceIQ? Why ServiceIQ?

ServiceIQ is a business division of Te Pūkenga – New Zealand Institute of Skills and Technology. Our sectors cover aviation, travel, tourism, museums, hospitality, retail and retail supply chain service industries.

Pēhea te māhi How it works

Your training programme is a mix of theory and practical, and you need to complete each of the unit standards in the programme in the timeframe required. As you work through it, you'll be developing new skills and knowledge that you'll use on the job.

When you achieve the required unit standards in the time allowed, you will be awarded your New Zealand qualification or award. These units and qualifications are registered with the New Zealand Qualifications Authority (NZQA) and nationally recognised as the industry standard.



Te ara

The pathway



Ko wai ngā tāngata?

Who is involved?

These are some of the key people in your learning team:

You – you're the trainee and will have to do the work. There are plenty of people to help you, but it's **really important** that you keep working through your programme. You will need to schedule time to do this.

Your employer – they are supporting your training and will make sure you are given opportunities to learn all the skills and knowledge you need for your programme.

Verifier – they are usually a supervisor or a manager at work who will confirm your new skills and knowledge. They'll watch you demonstrating work skills and then complete verification sections in your assessments. Read your verification tasks carefully and when you think you're ready to be verified, talk to your verifier. You might have more than one verifier, but they will always be someone from your workplace.

ServiceIQ Advisor – if you need further support or are having difficulty completing your work, your advisor can help you out. They will be in regular contact to check on your progress.

Assessor – your assessor checks your completed assessments and decides whether the evidence you have provided meets the requirements of the unit standard. Some workplaces will have their own in-house assessor/s whilst others will use ServiceIQ assessors.

Whānau, friends and colleagues – use all the support that's available to you. The people around you want you to succeed.

Te timatanga

Getting started

Now that you have your assessments, you're ready to make a start. Here are some tips for success:

- ▶ Read through this booklet and the welcome email we will send you. This booklet will help you understand the process and who can help you complete your programme.
- ▶ Identify the key people who will be involved in your success. Make sure you know the person in your workplace to talk to about your progress and arrange catch-ups with them.
- ▶ **You must complete at least one assessment per month.** Your ServiceIQ Advisor will help you to set a schedule for completing the units on time.
- ▶ You can help yourself to achieve by being self-motivated to 'learn as you earn'. You'll need to arrange time to study, this might be in the workplace or at home.
- ▶ Read through your first assessment carefully. Make sure you understand what you will need to know and do before you complete it.
- ▶ **Don't be afraid to ask for help if you need it!** Be sure to ask for advice from your manager, another experienced person in your workplace, or your ServiceIQ Advisor.



He kōrero mātuatua

Important note

It's really important that you make a start as soon as you can.

You need to complete 10 credits within your first three months of being signed into your training programme.

Ngā rauemi Resources

Learning Material – these are workbooks that support your workplace learning and cover the skills and knowledge required by a unit standard. They are there to help you prepare for assessment but don't need to be handed in for marking.

- ▶ These books are yours to keep so it's fine to write on them or highlight any important information you think will help you complete your assessments.
- ▶ There might not be any learning material for some units because some things are best learnt entirely on the job.
- ▶ You might already have some of the skills or knowledge and that's awesome – you don't have to do everything in the learning material if you already know it. If you think you're ready to go straight to assessment, go for it!

Here's what printed learning material looks like:



Here's what printed assessments look like:

Enter your full name

Enter your NSN number

Enter your date of birth

Enter your workplace name

The diagram illustrates a data flow where four separate input fields (labeled 'Enter your full name', 'Enter your NSN number', 'Enter your date of birth', and 'Enter your workplace name') are connected by arrows to a single output field on the right.

Trainee Assessment Portal Guide

The Assessment Portal enables you to upload your hardcopy assessments and view the status of them as they transition through the marking process. You will have direct communication with your assessor and receive instant feedback once your assessment has been marked.

Accessing the Assessment Portal

If you have a workplace assessor, you do not need to access the Assessment Portal.

If you don't have a workplace assessor, you will be required to send your assessments for marking to a ServiceIQ Assessor via your ServiceIQ Assessment Portal.

Note: The trainee assessment portal can be accessed through mobile devices, although we highly recommend that you use a laptop or computer to upload assessments.

My assessment is ready for marking – check:

- ☐ assessment cover page is filled in (name, workplace, date of birth or NSN)
- ☐ all assessment tasks are completed
- ☐ my evidence is clearly labelled with assessment task number (e.g. Task 2b)
- ☐ my verifier has signed, dated, and commented (where applicable)

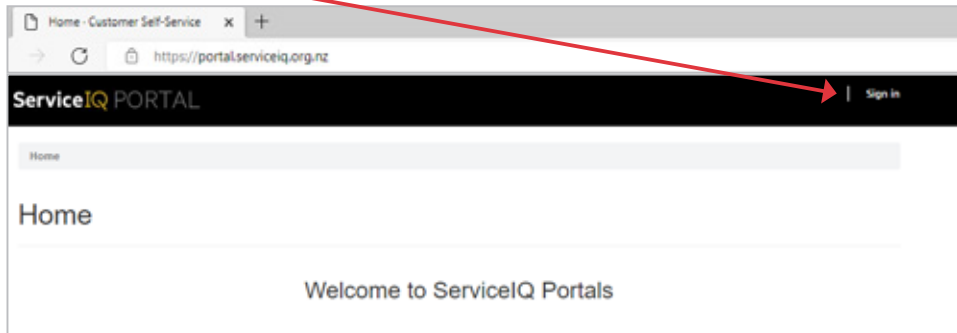
I am ready to scan my assessment – check:

- ☐ my assessment is saved as a document on my computer or phone
 - ▶ save document as one file where possible*
 - * *Instructions for scanning are on page 11 of this document*
- ☐ both sides of all assessment pages and evidence have been scanned/copied.

I am ready to submit my assessment! How do I access my assessment portal?

Login to your ServiceIQ portal: portal.serviceiq.org.nz

Select: **Sign in** (top right) enter your login details.



● Sign in using: email address

Password: ●●●●●●●●●● ●

If you can't remember your password you can reset it by clicking on **Forgot Your Password?**

Enter your email address and click **Reset my password**.

Please make sure you check your Junk/Spam folder for the email.

Need help accessing your portal? Have you changed your email address?

Contact our Customer Support Team to assist you: intel@serviceiq.org.nz

Provide your following details: Full name, date of birth and workplace.

How do I upload my assessment into the portal?

The first portal page has three main tab options which show the status of your assessments:

- ▶ **Assessments to be completed**
- ▶ **Submitted for marking**
- ▶ **Achieved Assessments**

Step 1:

View your **Assessments to be completed** tab – locate your assessment and click on the down arrow. Click **View details**.

Dashboard / Assessments

Assessments

UPLOAD CHECKLIST

Before submitting assessment material, please ensure

- All tasks have been completed
- Your verifier has completed all required fields
- Both sides of assessment and evidence are scanned/copied
- Any additional task evidence must be uploaded to each specific task field and be clearly identifiable that it relates to you

Assessments to be completed | Submitted for marking | Achieved Assessments

Assessments to be completed

Search

Unit Standard Version	Assessment Status
00168 : Demonstrate knowledge of food contamination hazards, and control methods used in a food establishment : Version = 7	Awaiting Submission
00167 : Practise food safety methods in a food business under supervision : Version = 8	Awaiting Submission

[View details](#)

Step 2:

Click box **Upload Assessment and Evidence**.

Evidence

[Upload Assessment and Evidence](#)

Document Name	Assessment Type	Uploaded On ↓	Uploaded By	Trainee Comments Date	Assessor Comments Date
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Step 3:

Enter **Assessment Type**, select **Assessment** from drop-down arrow.

- ▶ If your assessment has been marked by an assessor and you are now submitting additional evidence select **Further Evidence** from the drop-down arrow.

Step 4:

Enter **Document Name**. e.g. *Charlie Smith 167 Assessment*.

- ▶ If evidence is uploaded separately, **you must include the task number** e.g. *Charlie Smith 167 Task 2b*.

Step 5:

Comments, you may add comments to communicate with your assessor.

The screenshot shows a web interface for submitting evidence. At the top is a breadcrumb trail: Dashboard / Assessments / Assessment Details / Evidence. Below this is a heading 'Evidence'. The form contains three main sections: 1. 'Assessment Type' with a dropdown menu. 2. 'Document Name' with a text input field. 3. 'Trainee Comments' with a large text area. At the bottom left, there is an 'Upload Evidence' section with a 'Choose files' button and the text 'No file chosen'. At the bottom right, there is a 'Save Evidence' button.

Step 6:

Click **Choose files** to upload your assessment. **Please note there is a maximum limit of 30MB per file.**

Step 7:

Click **Save Evidence** and then click **Close**.

- ▶ if you have more than one document to upload **repeat Steps 2-7**.
- ▶ **IMPORTANT:** Document Names must include the task number if evidence is more than one upload.

Step 8:

Once all attachments have been uploaded, click **Submit to Assessor**. You will notice your assessment move to the **Submitted for marking** tab, it will remain here until your assessor provides your feedback and result.

Assessor has completed your assessment marking

There are two possible assessment results:

1. **Further Evidence Required**
2. **Achieved.**

Result 1. Further Evidence Required

Your assessor requires you to submit further assessment evidence. Your assessment will reappear on your first tab: **Assessments to be completed**, with an Assessment Status: **Further Evidence Required**.

Dashboard / Assessments

Assessments

UPLOAD CHECKLIST

Before submitting assessment material, please ensure

- All tasks have been completed
- Your verifier has completed all required fields
- Both sides of assessment and evidence are scanned/copied
- Any additional task evidence must be uploaded to each specific task field and be clearly identifiable that it relates to you

Assessments to be completed Submitted for marking Achieved Assessments

Assessments to be completed

Search

Unit Standard Version	Assessment Status
00166 : Demonstrate knowledge of food contamination hazards, and control methods used in a food establishment : Version = 7	Awaiting Submission
00167 : Practise food safety methods in a food business under supervision : Version = 8	Further Evidence Required

To read your assessor's feedback about the additional requirements, click on the down arrow and select **View details**.

I am ready to submit my additional evidence

Follow **Steps 1–2** on previous pages.

Step 3:

Enter **Assessment Type**, select **Further Evidence** from the drop-down arrow.

Follow **Steps 4–7** on previous pages.

Step 8:

Submit to Assessor. Your assessor will be notified that you have submitted additional assessment evidence, please wait to hear from your assessor.

Result 2. Achieved

Congratulations, you have successfully completed this unit standard assessment! Your assessment will now appear on the third tab: **Achieved Assessments**, you may view your assessment feedback within the comments section.

Well done on your hard work, we look forward to continuing with you on your learning journey.

Instructions to scan my assessment into the Assessment Portal

You may upload your completed assessment to your personal portal for marking by using a computer or smartphone. Please see below for detailed instructions.

Option One: computer

Use a photocopier or scanner to upload your assessment using the following steps:

- ☐ scan or photocopy your assessment, select **DOUBLE SIDED/2 sides option**
- ☐ save a copy of your assessment as one document to your computer

Check and upload your assessment

- ☐ Open your assessment to check:
 - ☐ it is in the correct page/task order, both sides of each page are included
 - ☐ that it is readable and not blurry

Option Two: Phone (Android or iPhone)



Microsoft Lens

Use your phone to scan and upload your assessment by using a free app, we recommend Microsoft Lens. Microsoft Lens will prompt you to scan each page of your assessment and will then save it as one complete document.

- ▶ Download Microsoft Lens to your phone, open app
- ▶ Have a clean, clear flat surface and good lighting to scan your assessment
- ▶ The app reads **document** down the bottom of my screen, then it will read “**capture a document**”
- ▶ Hold your phone over the first page until the red border is straight (ensure the picture is taken from a birds eye view and not on an angle)
- ▶ Take a picture of the first page of the document by pressing the white circle
- ▶ Select **confirm** in the bottom right corner
- ▶ Select **More** from the bottom of your screen (the three grey dots and small orange dot).
- ▶ Select **Add** from bottom left of your screen (small camera icon with a black plus sign in a circle).
- ▶ Keep taking photos of all pages of your assessment including additional evidence
- ▶ Press the **orange arrow** (which will also count the pages for you e.g., showing 3 in the photo).
- ▶ Select Done from bottom right of your screen.
- ▶ Select Save to **PDF**
- ▶ Select Save to **Phone Storage** (this will save into My Files with your Microsoft Lens App)
- ▶ Select correct document.
- ▶ Select Export document (blue square with up arrow, this is top right of your screen).

Upload to Assessment Portal

- ▶ Select **Save to Files** (untitled folder).
- ▶ Select **Save** (top right of your screen)
- ▶ Go to your preferred browser (e.g. Google Chrome or Safari) – search “**ServiceIQ Assessment Portal**” and follow the process to upload files (choose files stored in your device).
- ▶ Select your saved assessment copy
- ▶ Upload complete

If you require assistance with uploading your assessment, please contact your ServiceIQ Training Advisor.

He pātai, He pātai

Frequently asked questions

► **What does ‘evidence’ mean?**

Evidence is proof of the things that you know and can do in your role.

► **Do I have to spell everything properly in my assessment?**

No. We’re not testing your spelling. If we expect you to spell things correctly, we’ll make it really clear in the assessment instructions.

► **What do I do if I don’t have all my assessments or workbooks?**

Get in touch with your ServiceIQ Advisor, contact us on 0800 863 693 or email intel@ServiceIQ.org.nz. If you email us, make sure you let us know who you are and give us plenty of detail about what is missing.

► **What is an NSN?**

Your NSN is your National Student Number. It’s a unique number given to every New Zealand student. It’s important to put your NSN on every assessment so we can let NZQA know to put the completed units on your record of achievement. Contact us if you need help finding your NSN.

► **What do I do if I don’t agree with an assessor’s decision?**

If you want to appeal the decision, please contact ServiceIQ at assessor@serviceiq.org.nz or phone 0800 863 693.

► **What if I cannot scan or photocopy my assessment?**

If you cannot scan your assessment, please talk to your ServiceIQ Advisor and we will arrange another way to get your assessment to ServiceIQ.

► **What happens when I finish all the unit standards?**

Congratulations! When you’ve successfully completed all the units in your programme, we’ll confirm that all the results are at NZQA. Then we’ll send out a certificate to you or your employer. This is usually within 30 days of you finishing the last assessment.

► **What happens if I cannot complete my assessment on time?**

Please contact your ServiceIQ Advisor.

► **What happens if I’m away from work for an extended period of time and cannot meet my assessment deadline?**

Please contact your ServiceIQ Advisor and they can work with you to set a new deadline.

► **What happens if I leave my workplace?**

You should be able to transfer your training programme to your new workplace. Your ServiceIQ Advisor will help you with this – please contact them as soon as you know you are leaving.

► **How do I make a complaint?**

If you are not satisfied with your experience with us and would like to raise a concern or complaint, please contact your ServiceIQ Advisor in the first instance or alternatively click here to view the [Te Pūkenga Concerns and complaints policy](#)

Assessment planner

Use this to help you plan your first 10 credits deadline and when to hand in the rest of your assessments.

January	February
March	April
May	June

July	August
September	October
November	December



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