

YOUR SCHOOL, YOUR STUDENTS, AND THEIR FUTURE

Your introduction to ServiceIQ



Service IQ

Whakangungu Ahumahi Ratonga

HELPING OUR CUSTOMERS SUCCEED
BY GROWING THEIR TALENT





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Kia ora, nau mai

Tēnei te mihi ki a koutou katoa. Nau mai, haere mai, whakatau mai.

Today your students have more learning choices than ever before. Whether it be in the world of hospitality, retail, tourism, aviation, travel or beyond, it's important for students to discover what is right for them. The best thing young learners can do to help find their place and career is by having hands-on experience.

The ServiceIQ Talent Supply and Transitions Team recognises and supports the key role that educators and parents play in helping young people choose career options. With your help we can show positive and attractive career paths and help the next generation get the right balance in education and early career development.

Experience in the service industry can take young people around the world as well as teaching them transferable skills to help progress into great careers. That's where we come in. To help connect students to roles across the service industry, ServiceIQ works directly with industry to provide a range of vocational education courses and programmes that imbed relevant and practical core skills.

SERVICEIQ is the Industry Training Organisation (ITO) for the service sectors. We develop on-job training programmes for businesses keen to provide their staff with relevant skills, training and qualifications, knowing that it's great people who make a great business.



First experiences in the workforce shape the careers that develop, so it's crucial to provide early opportunities and support. With skilled staff and training support and a commitment to excellence, your students can have a taste of a career in a supportive learning environment.

ServiceIQ is your official industry training partner and it's our responsibility to help our young learners succeed in today's world through gaining valued skills and relevant knowledge.

Ngā manaakitanga

Doug Pouwhare | General Manager
Talent Supply Transitions and Operations

CHECK US OUT AT:
www.ServiceIQ.org.nz





Why ServiceIQ in your school?

ServiceIQ is the training partner for the aviation, hospitality, retail, travel and tourism sectors in the service industry. We help hundreds of businesses succeed by growing their talent, and we help young New Zealand students get a head-start with skills they need for a satisfying career and employment in the service industry.

Each ServiceIQ Schools programme is designed by industry and education experts and links to a career pathway. When you choose ServiceIQ you choose:

- ▶ Opportunities for your students to train on the job and qualify to be a chef, aviation engineer, pilot, travel agent, tour guide, food and beverage manager, café or restaurant maître d', retail manager and many other great careers.
- ▶ Structured classroom and workplace-based programmes backed up with support from our dedicated ServiceIQ Schools Transitions Advisors.
- ▶ An expert team of researchers, writers and designers who create and publish the largest and most diverse range of high-quality vocational school resources on offer in New Zealand.





Top skills employers need

We talk to New Zealand employers every day to make sure our resources are the right fit for workplace learning. Employers also tell us what type of future employees they're looking for.

They are:

- ▶ people with the right attitude and aptitude
- ▶ people with core skills for broad roles.

ServiceIQ has established core sets of skills and transferable standards so students can jump between career pathways when they leave school. We've consulted with industry to identify the core skills needed for service career pathways and built them into all schools training programmes.



Training Businesses Schools

Great staff aren't born, they are trained

ON THE JOB

Many successful New Zealand service businesses upskill their staff on job with ServiceIQ. We can help you get the right training programmes to develop great people for your business.

[Find out more](#)

Skills for the New Zealand service industry

ServiceIQ is the Industry Training Organisation (ITO) for a large part of New Zealand's vibrant and growing service industry. We also have a world class New Zealand service industry through skilled and qualified staff.



Aviation

Show your people the skills they need to deliver safety and service to engineering, flight and ground operations.



Hospitality

Skilled people make our service offerings. From fine dining to the heart of hotels, hospitality is everywhere.

Gateway

Introducing ServiceIQ Gateway training

ServiceIQ offers a wide range of great Gateway training that helps students gain skills, experience, and kick-start a career in the exciting services industry when they leave school. They'll also gain unit standards and make professional contacts that can help open doors to a wide range of fantastic jobs and careers in the growing aviation, tourism, hospitality and retail service sectors.

Their ultimate role could be chef, retail supervisor, store manager, pilot, tour guide, travel consultant, restaurant food and beverage manager, aeronautical engineer, airport operations manager, air traffic controller, hotel manager, warehouse or retail distribution manager, tourism operator, and many more.

Gateway options

There are two types of Gateway training available: readymade by ServiceIQ, and DIY where your school's Gateway Coordinators select from the wide range of ServiceIQ products to create tailor-made learning programmes for students. The DIY option is especially helpful for students who aspire to be cooks, chefs, or build a career in New Zealand's tourism industry.

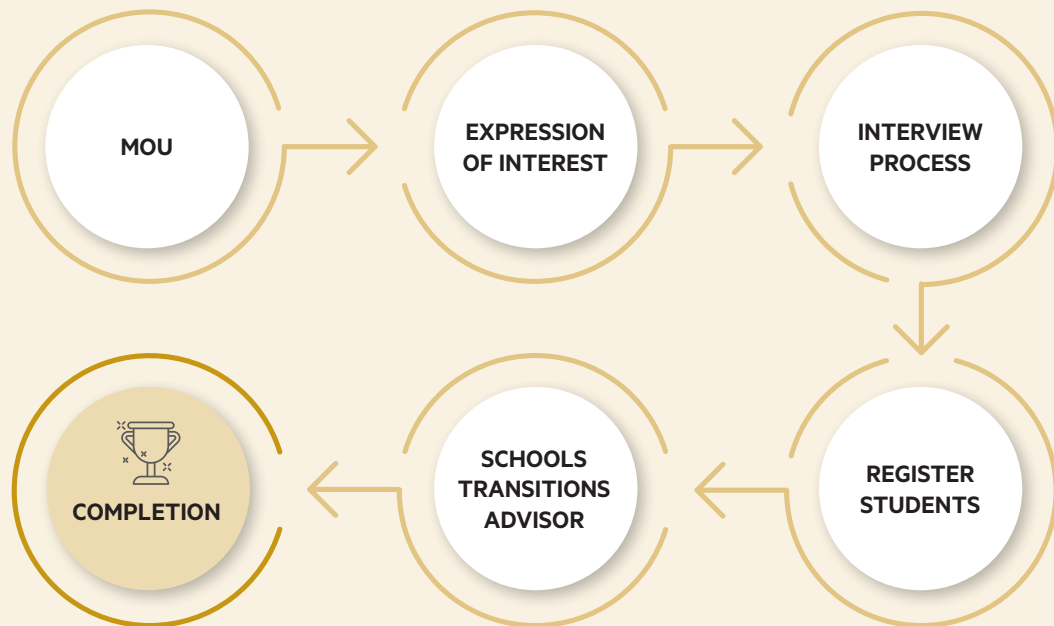


How Gateway works

A ServiceIQ Schools Transitions Advisor and the workplace together guide and support your students to make sure they get an all-round understanding of the service sector. Students will be supplied with learning resources, and clear development plans from the Schools Transitions Advisor, who keeps the school up to date. Prospective students need to bring something too: the right attitude and a willingness to work, which helps guarantee their learning success.

Benefits for students

- ▶ Get an introduction to an exciting career in the service sector.
- ▶ Gain credits towards a nationally recognised qualification.
- ▶ Get real experience in a real workplace.
- ▶ Enjoy the camaraderie of working as part of a team.
- ▶ Learn great industry skills and knowledge essential for a service sector career.
- ▶ Learn in a fully supportive environment.





Retail Gateway Programmes

Retail is an exciting career choice with loads of possibilities – from helping customers, stock management and marketing to running a store. Lots of successful retailers, who started in sales, have gone on to manage a department, a store and even a company by their mid-20s, or even own and operate their own business.

COVID-19 vaccination requirements

Students wishing to participate in a ServiceIQ Readymade (fully supported) Gateway programme which has an in-workplace component must be fully COVID-19 vaccinated.

ServiceIQ staff working in schools and Gateway workplaces will also meet the requirement to be fully vaccinated, as well as all applicable Public Health Orders.



Countdown (SEEDS: Students Entering Employment Developing Skills)

SEEDS is a Gateway Programme that gives students a chance to get valuable work experience in supermarket retail and help make the transition from school into a career.

Menu *(Theory for 20666 and 11971 needs to be completed prior to entering the store)*

Unit	Title	Level	Credits
20666	Demonstrate basic knowledge of contamination hazards and control methods used in a food business	2	2
11971	Use safe work practices in a retail environment under supervision	2	3
9677	Communicate in a team or a group which has an objective	2	3
28145	Interact with customers in a service delivery context	2	2
28301	Demonstrate knowledge of products and product information in a retail environment	2	5
11968	Demonstrate and apply knowledge of legislation applicable to sale of good and services	2	4
10791	Participate in an informal meeting	2	3
Total Credits			22



Farmers Gateway Programme

The Farmers Gateway Programme gives students a great opportunity to get in at the ground floor with Farmers, one of New Zealand’s oldest and most recognised retail brands.

Menu			
Unit	Title	Level	Credits
17593	Apply safe work practices in the workplace	2	4
11971	Use safe work practices in a retail environment under supervision	2	3
28145	Interact with customers in a service delivery context	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
28301	DKO products and product information in a retail environment	2	5
11968	DKO legislation applicable to sale of goods and services	2	4
Total Credits			23



Noel Leeming Gateway Programme

Noel Leeming – Discovering Passionate Experts is 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	
9681	Contribute within a team or group which has an objective	3	3	
27927	Apply health, safety and security practices in a service delivery environment	3	5	
27929	Apply standard operating procedures and the code of conduct to a work role in a service delivery organisation	3	5	
11817	Serve customers face to face in a wide range of contexts	3	4	
11097	Listen actively in an interactive situation to gain information	3	3	
			Total Credits	20



The McDonald's OASIS Programme

The McDonald's OASIS (Offering Assistance to Students in Schools) is a gateway programme that 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



Warehouse Stationery (Blue Shirts in Schools)

The Warehouse Stationery Blue 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 helpful professional contacts for when they leave school.

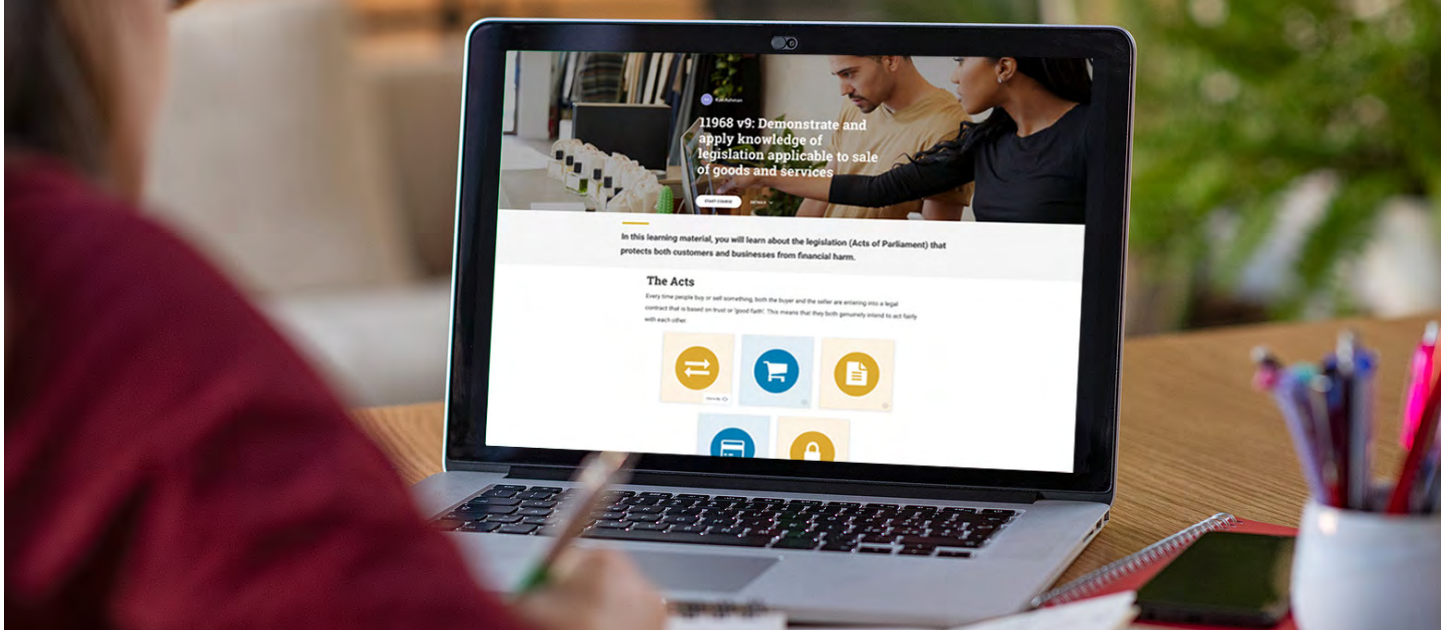
Menu			
Unit	Title	Level	Credits
62	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
11968	Demonstrate and apply knowledge of legislation applicable to sale of goods and services	2	4
11971	Use safe work practices in a retail environment under supervision	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



Z Energy Gateway Programme

Learn the ropes from New Zealand’s famous service experts – you’ll be looking after customers, looking after cars, and looking after yourself by gaining skills that can get you on the road to an exciting career in retail.

Menu			
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
9677	Communicate in a team or group which has an objective	2	3
11971	Use safe work practices in a retail environment under supervision	2	3
24871	Complete complex forms	2	2
24997	Demonstrate knowledge of theft and fraud in a retail or distribution environment	2	5
28145	Interact with customers in a service delivery context	2	2
Total Credits			20



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 method to a programme	2	2
Total Credits			21

DIY ServiceIQ Gateway Programmes

Create your own Gateway with our products

DIY ServiceIQ Gateway allows schools to handpick products and create tailored training that best meets their students' needs and career ambitions. There is a wide range of products to choose from across the different service sectors.

Many schools use this proven approach to prepare students with great basic skills and knowledge essential for careers in tourism and hospitality, such as cooks, chefs, baristas, and food and beverage managers. To find out more, talk with your ServiceIQ Schools Transition Advisor.

Check out our DIY process as shown, and visit our website **www.ServiceIQ.org.nz/schools**

- 1 School creates a student learning plan using the **ServiceIQ Gateway Training Resources and Guide**. Resources ordered via registration form.

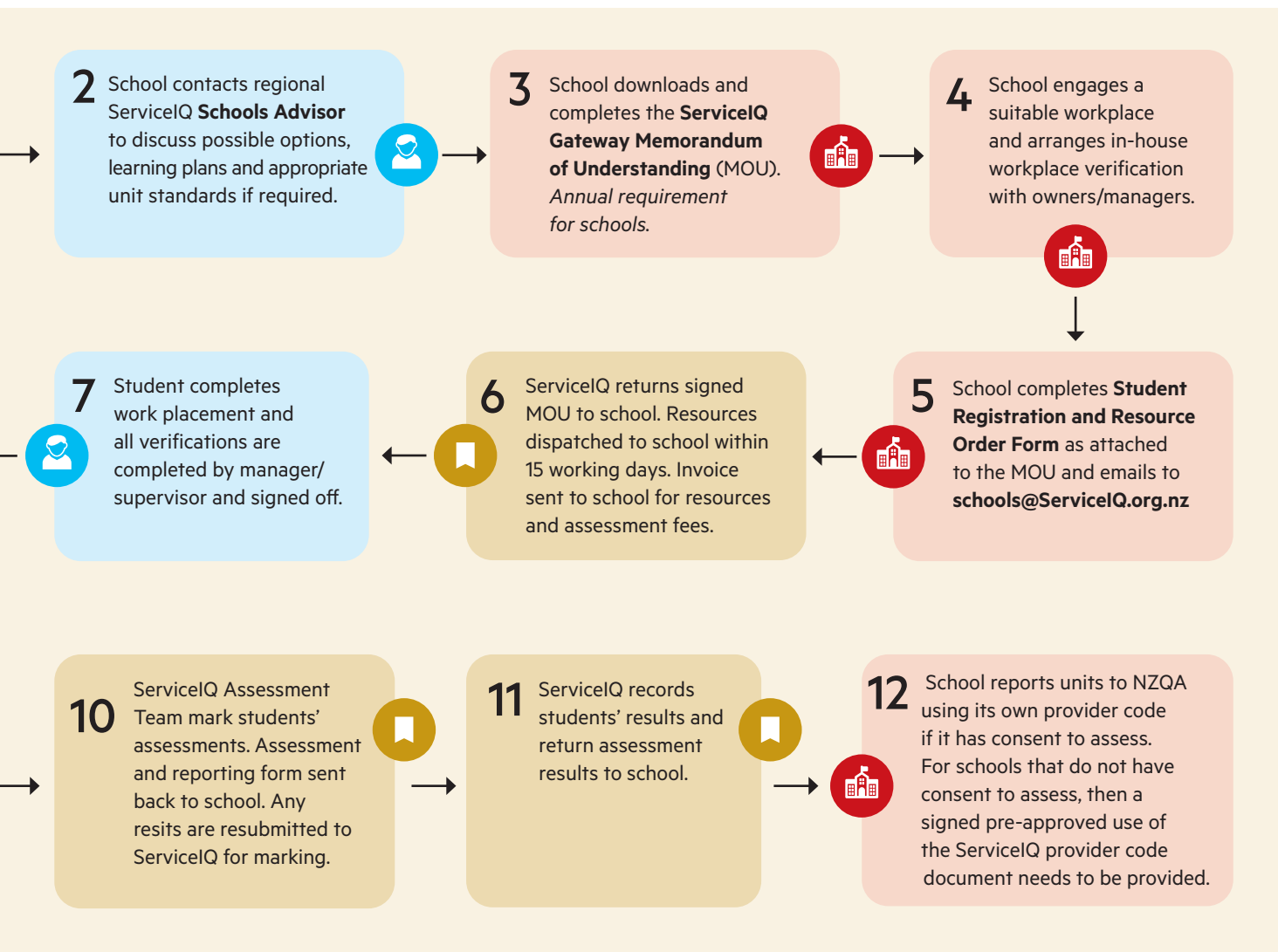
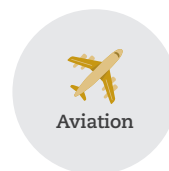
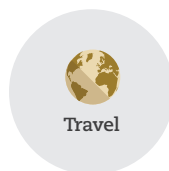
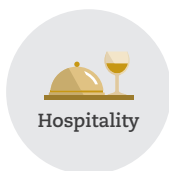


- 8 Schools Transition Advisor allocates time to support student throughout work placement and ensures verifications and assessments have been completed.



- 9 **ServiceIQ Assessment Cover Sheet** is attached to student's completed assessment and couriered to **ServiceIQ Gateway** for assessment. All supporting evidence is also attached. Copy of assessment is kept by school.







Tourism Gateway – Māori Cultural Camps

Ready for the ultimate adventure tourism and Māori cultural experience?

ServiceIQ Gateway Cultural Camps give Year 12 and 13 students hands-on practical experience.

Locations

- ▶ Kapiti Island
- ▶ Rotorua
- ▶ Waitomo
- ▶ Waitangi

Find out more

For available dates, costs and requirements visit: **www.ServiceIQ.org.nz/Camps**

Call us today on **0800 863 693** or email:
culturalcamps@ServiceIQ.org.nz
for more information.



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. If the passion is to be a pilot, this first-time flying experience helps students gain acceptance into full-time flight training when they leave school.

Students do their training with CAA-qualified instructors at a local aero club during term time. The programme usually takes about 10 weeks, and normally runs between 1.00pm and 3.30pm. All aviation learning is the responsibility of the school and the aero club. ServiceIQ only provides the resources available in the Gateway DIY guide, which can include assessment services at the stated prices.

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	2	3
20677	Demonstrate knowledge of the principles of aircraft flight	2	2
Total Credits			20





Aviation Gateway Aeroscience Programme

Aviation has a lot of career possibilities, and this Gateway programme offers the ideal quick start. It positions students for a career as a pilot and opens other career path options too. For example: meteorologist, aeronautical engineer, air traffic controller, flight dispatcher and many more. It covers navigation and applies practical science – a perfect match with your existing curriculum.

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).

Students can also get a feel for what it is like to fly an aircraft, plus great insights about other roles in aviation. If their passion is to be a pilot or one of the related professions, this is the Gateway programme that will position them in an industry where youth, passion and commitment are key essentials for a successful career.

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	



Talent Supply and Transitions

Taking the first step into the world of work can be daunting. With little experience it's hard to know what to expect and how to engage with future employers. ServiceIQ works with industry and Government to help make finding the first role out of school easier.

ServiceIQ is running a series of events that connect schools, communities and employers throughout 2021. These offer students exciting career pathways after secondary school. It also shows potential employers the talent and passion coming through schools. The aim is to provide employment opportunities to school leavers that set them on a vocational learning pathway. This means students can continue learning and get paid for the great work they're doing.

We need your help to make this a success. Expressions of interest are being sought for vocational pathway cluster meetings. ServiceIQ has a team that is ready to bring interested Careers Advisors together to provide information on vocational pathways in the service sectors.

Get involved

To find out how you can be involved in the pathway cluster meetings or at any of the meetup events please email Vanessa Mohi-Goodchild, ServiceIQ Talent Supply and Operations Support Manager, at **Vanessa.Goodchild@ServiceIQ.org.nz** or talk to your ServiceIQ Schools Transition Advisor.







Contact us

To find out more, please talk with your ServiceIQ Transitions Advisor, visit our website, or call or email us.

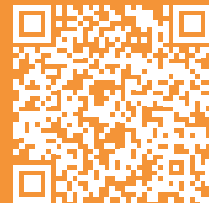
P: 0800 863 693

E: schools@ServiceIQ.org.nz

For an up-to-date contact in your region, please visit:

www.ServiceIQ.org.nz/schools

or scan the QR code below.



We look forward to helping you.



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