## **QUALIFICATION DETAILS**

Qualification number/Te nama o te tohu mātauranga	FoSS1		
English title/Taitara Ingarihi	New Zealand Certificate in Service Sector Skills (Level 3) with an optional strand in Service Speciality <b>DRAFT</b>		
Māori title/Taitara Māori	Tiwhikete o Aotearoa mō ngā Pūkenga Ratonga Matarau Rāngai (Kaupae 3) me te whenu whiriwhiri i roto i te Mātauranga Ratonga		
Version number/Te putanga	1	Qualification type/Te momo tohu	Certificate
Level/Te kaupae	3	Credits/Ngā whiwhinga	40-60
NZSCED/Whakaraupapa	120599 Mixed Field Programmes > Employment Skills Programmes > Employment Skills Programmes not elsewhere classified		
Qualification developer/Te kaihanga tohu	Ringa Hora Services Workforce Development Council		
Review Date /Te rā arotake	xxx 2029		

## OUTCOME STATEMENT/TE TAUÁKI Á-HUA

#### Strategic Purpose statement/ Te rautaki o te tohu

The purpose of this qualification is to provide New Zealand service-based industries with individuals who have the transferable skills required to operate effectively in a service workplace environment.

It is intended that ākonga who acquire the skills, knowledge and behaviours in this qualification will be able to pursue a developing career in a variety of work roles in industry sectors requiring service skills. The compulsory outcomes of the qualification focus on the transferable skills such as customer service, teamwork, communication skills, health and safety, professional and ethical behaviour, problem solving, and critical thinking, whilst supplemented by technical skills to a specific service sector work role.

The optional strand is intended to provide different industry sectors with work-ready personnel, by focussing on the skills required for a specialised technical service sector work role.

#### Graduate Profile/Ngā hua o te tohu

A graduate of this qualification will be able to:

- Deliver professional, ethical and inclusive service in a sector requiring service skills.
- Work as part of an effective team utilising self-management skills, to foster a safe, sustainable, and productive workplace, whilst ensuring adherence to appropriate legislation, regulations, and procedures.
- Apply technical skills relevant to a specific service work role.

Graduates of the Optional Strand in Service Speciality will be able to:

• Apply skills to a specialised technical service sector work role.

#### Education Pathway/ Ngā huarahi mātauranga

This qualification may build on the New Zealand Certificate in Foundation Skills (Level 2) [Ref: 2862].

This qualification may lead to New Zealand certificates in various specialist Service Sector qualifications at Level 4.

# Employment, Cultural, Community Pathway/ Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki

This qualification can lead to employment within a sector requiring service skills.

It will support employment opportunities for graduates across a range of roles such as:

Aviation: passenger services.

Business and Professional Services: general office administration.

**Cleaning Services**: cleaning supervisor, carpet cleaning technician, trauma scene cleaner/technician, domestic (residential) cleaner, or as a senior cleaner/technician.

**Contact Centres**: contact centre representative/operator, customer service representatives/officers.

**Hospitality**: hospitality workers, hotel porters, housekeeper, receptionists, service personnel in cafes and restaurants, bars or clubs, baristas, crew members in a quick service restaurant.

Retail Services: retail assistants.

**Tourism and Travel Services:** attraction assistants, front office position, ticket sales, reservation consultant, visitor host, booking assistant, rental vehicle operations, front desk administration.

#### QUALIFICATION SPECIFICATIONS/ NGĀ TAUWHĀITITANGA O TE TOHU

	This qualification may be awarded by any	
Qualification Award/ Te	education organisation with an approved	
whakawhiwhinga o te tohu	programme or accreditation to deliver an approved	
	programme.	

<ul> <li>assuring consistency/ Ngä aunaki hei whakaŭ i te auritenga</li> <li>analysis of employer and graduate surveys analysis of a range of workplace evidence</li> <li>evidence of effective internal and external quality assurance systems.</li> <li>Achieved.</li> <li>Achieved.</li> <li>Achieved.</li> <li>Achieved.</li> <li>Achieved.</li> <li>Beatrantian of the whakatu i te taumata o e whakatutukinga</li> <li>Dither requirements for the qualification (including regulatory body or legislative requirements)/ Kõ štahi atu here o te tohu (tae atu hoki ki ngä here å-hinonga whakamarumaru, ki ngä here â- ture rānei)</li> <li>Programmes may recognise capabilities supporting environmental, social, and economically sustainable practices.</li> <li>Programmes must recognise the place of Te Tiriti o Watang, emprace the integration of Te Ao Maori me ona Tikanga and promote capabilities supporting cultural sensitivity and responsiveness.</li> <li>Programme delivery should include learning and assessment of health and safety, and appropriate service socior skills.</li> <li>Providers are advised to refer to the Ringa Hora Services Workforce Development Council Programme endorsement considerations:</li> <li>Ngä Whakamärama - Programme content</li> <li>Mana örite mö te hunga ako - Equity for learners</li> <li>Torotoronga me te kimi whakaaro - Programme engagement and consultation</li> <li>Te ao Maori</li> <li>Te ao Maori</li> <li>Te ao kokor me ngä reo o Te Moana-nui-a-Kiwa - Pacific languages and learners</li> <li>Tangata Whakana - Disabled people</li> <li>Providers Development Council Programme Guidance Documents for Providers Developmeng Guidance Documents for Providers Developmeng Programme sur-</li> </ul>		Evidence may include:		
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Documents for Providers Developing Programmes -				
Ringa Hora		Ringa Hora		

## CONDITIONS RELATING TO THE GRADUATE PROFILE /NGĀ TIKANGA E HĀNGAI ANA KI NGA HUA O TE TOHU

Qualific hua	ation outcomes/ Ngā	Credits/Ngā whiwhinga	Conditions/Ngā tikanga
1.	Deliver professional, ethical and inclusive service in a sector requiring service skills.	10	Skill Standard 40048 – Apply customer service techniques
2.	Work as part of an effective team utilising self- management skills, to foster a safe, sustainable, and productive workplace, whilst ensuring adherence to appropriate legislation, regulations, and procedures.	10	Skill Standard 40051 – Work effectively in a team to foster a safe, sustainable, and productive workplace
3.	Apply technical skills to a specific work role.	20	Multiple sector specific Standards
Optional	Strand in Service Speciality		
4.	Apply skills to a specialised technical service sector work role.	20	Multiple sector specific Standards

# TRANSITION INFORMATION/ HE KORERO WHAKAWHITI

Replacement information/ He kōrero mō te whakakapi	N/A
Additional transition information/	Qualification developer:
Kō ētahi atu kōrero mō te whakakapi	Ringa Hora Services Workforce Development Council
	PO Box 445
	Wellington
	Phone: 04 909 0306
	Web: https://www.ringahora.nz/
	Email Qualifications@ringahora.nz