

## QUALIFICATION DETAILS

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

## OUTCOME STATEMENT/TE TAUĀKI Ā-HUA

<b>Strategic Purpose statement/ Te rautaki o te tohu</b>
<p>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.</p> <p>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.</p> <p>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.</p>

### 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

Qualification Award/ Te whakawhiwhinga o te tohu	This qualification may be awarded by any education organisation with an approved programme or accreditation to deliver an approved programme.
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<p>Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> <li>• analysis of employer and graduate surveys</li> <li>• analysis of a range of workplace evidence</li> <li>• evidence of effective internal and external quality assurance systems.</li> </ul>
<p>Minimum standard of achievement and standards for grade endorsements/ Te pae o raro e tutuki ai, ngā paerewa hoki hei whakaatu i te taumata o te whakatutukinga</p>	<p>Achieved.</p>
<p>Other requirements for the qualification (including regulatory body or legislative requirements)/ Kō ētahi atu here o te tohu (tae atu hoki ki ngā here ā-hinonga whakamarumarū, ki ngā here ā-ture rānei)</p>	<p>Health and Safety at Work Act 2015 Privacy Act 2020</p>
<p>General conditions for programme/ Ngā tikanga whānui o te hōtaka</p>	<p>Programmes may recognise capabilities supporting environmental, social, and economically sustainable practices.</p> <p>Programmes must recognise the place of Te Tiriti o Waitangi, embrace the integration of Te Ao Māori me ōna Tikanga and promote capabilities supporting cultural sensitivity and responsiveness.</p> <p>Programme delivery should include learning and assessment of health and safety, and appropriate service sector skills.</p> <p>Providers are advised to refer to the Ringa Hora Services Workforce Development Council <a href="#">Programme endorsement</a> considerations:</p> <ul style="list-style-type: none"> <li>• Ngā Whakamārama - Programme content</li> <li>• Mana ōrite mō te hunga ako - Equity for learners</li> <li>• Torotoronga me te kimi whakaaro - Programme engagement and consultation</li> <li>• Te ao Māori</li> <li>• Te akoako me ngā reo o Te Moana-nui-a-Kiwa - Pacific languages and learners</li> <li>• Tangata Whaikaha - Disabled people</li> </ul> <p>Providers should refer to <a href="#">Programme Guidance Documents for Providers Developing Programmes - Ringa Hora</a></p>

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

Qualification outcomes/ Ngā hua		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 KŌRERO WHAKAWHITI**

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