

National Certificate in Service Sector (Level 3) with strands in Beauty Services; Hospitality; Recreation, Sport, and Fitness; Retail; and Tourism

Level	3
Credits	53-56

Purpose

The National Certificate in Service Sector (Level 3) with strands in Beauty Services; Hospitality; Recreation, Sport, and Fitness; Retail; and Tourism [Ref: 1513] is designed to provide people with an entry-level qualification which provides a pathway to employment in the wider tourism industry.

This entry-level qualification is unique as it was jointly developed by; NZ Hairdressing Industry Training Organisation Inc; Skills Active Aotearoa Limited; and ServiceIQ and can lead on to a number of qualifications provided by each of these industry training organisations.

The compulsory section allows people awarded with this qualification to demonstrate both an understanding of New Zealand as a tourist destination and specific knowledge of tourist destinations in various regions of New Zealand, as well as the requirements of workplace health and safety. In addition, candidates are able to demonstrate customer service, product knowledge, and communication skills.

The core elective sets allow candidates to demonstrate practices that support environmental sustainability, the use of Māori within a tourism context, and concepts to maintaining a safe and secure visitor environment. The three core elective sets provide the flexibility to complete the qualification's requirements in a specific context within the wider tourism sector.

The qualification strands offer candidates the opportunity to demonstrate competency in a more detailed range of skills that relate to a specific sector of New Zealand's wider tourism industry. Each strand requires the candidate to complete a significant amount of work relevant to the specialist area covered by that strand. The specified classifications are unique to each strand and reflect the different pathways through the qualification.

This qualification can be studied in a pre-employment environment; however, it also provides an excellent training platform for new entrants to each industry to complete in their workplace.

Credit Range

	Core Compulsory	Core Elective Sets		
		1	2	3
Level 1 credits	3	-	-	-
Level 2 credits	4	0-3	-	0-4
Level 3 credits	18	0-4	3	0-2
Minimum totals	25	8		

	Beauty Services Strand		Hospitality Strand
	C	E	
Level 2 credits	2	-	-
Level 3 or above credits	17	3	20
Minimum totals	19	3	20
Minimum strand total	22		20
Qualification total with strand	55		53

	Recreation, Sport, and Fitness Strand			Retail Strand	Tourism Strand	
	C	E	B		C	E
Level 2 credits	-	-	-	-	3	-
Level 3 or above credits	4	8-16	0-8	20	12	8
Minimum totals	4	8-16	0-8	20	15	8
Minimum strand total	20			20	23	
Qualification total with strand	53			53	56	

Requirements for Award of Qualification

Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in section 7 of the New Zealand Qualifications Authority (NZQA) Rules and Procedures publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- Core Compulsory standards
- Core Elective 1 – A minimum of 3 credits as specified
- Core Elective 2 – A minimum of 3 credits as specified
- Core Elective 3 – A minimum of 2 credits as specified

One of the following strands is required

- Beauty Services Strand
- Hospitality Strand
- Recreation, Sport, and Fitness Strand
- Retail Strand
- Tourism Strand

Detailed Requirements

Core Compulsory

The following standards are required

Health > Occupational Health and Safety > Occupational Health and Safety Practice

ID	Title	Level	Credit
497	Demonstrate knowledge of workplace health and safety requirements	1	3

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
18228	Demonstrate knowledge of specific New Zealand regions as tourist destinations	3	8
23759	Provide customer service experiences in a tourism workplace	3	10
24731	Demonstrate knowledge of destination New Zealand	2	4

Core Elective 1

A minimum of 3 credits

Sciences > Environment > Environmental Education

ID	Title	Level	Credit
18663	Demonstrate knowledge of and apply sustainable environmental management practices in the workplace	2	4

Service Sector > Hospitality > Hospitality Operations

ID	Title	Level	Credit
25513	Participate in environmentally sustainable work in the hospitality industry	2	3

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
25352	Demonstrate and apply knowledge of environmental responsibility in a tourism workplace	3	4

Core Elective 2

A minimum of 3 credits

Māori > Tourism Māori > Tourism Māori Practices

Id	Title	Level	Credit
17383	Explain the significance of Māori place names and their correct pronunciation for a tourism context	3	3
17384	List, compare and communicate Māori greetings and farewells for a tourism context	3	3
17385	Define and examine characteristics of Māori culture in a tourism context	3	4

Core Elective 3

A minimum of 2 credits

Service Sector > Hospitality > Hospitality Operations

ID	Title	Level	Credit
14465	Maintain a safe and secure environment for people in the hospitality industry	3	2

Service Sector > Retail, Distribution, and Sales > Retail and Distribution Core Skills

ID	Title	Level	Credit
24998	Identify and monitor suspicious behaviour by customers and deter theft and fraud in a retail or distribution environment	2	4

Beauty Services Strand

Meet the requirements of all of the following sets

- Beauty Services Strand Compulsory
- Beauty Services Strand Elective

Beauty Services Strand Compulsory

The following standards are required

Service Sector > Beauty Services > Salon Skills

ID	Title	Level	Credit
20929	Demonstrate safe and professional practice in the salon environment	3	6
25435	Create appointments and maintain appointment systems and records in the salon environment	3	5

ID	Title	Level	Credit
25438	Apply knowledge of services and workflow in the salon environment	3	6
25439	Demonstrate knowledge of sustainability concepts for a salon	2	2

Beauty Services Strand Elective

A minimum of 3 credits at Level 3 or above

Field	Subfield	Domain
Service Sector	Beauty Services	Any

Hospitality Strand

A minimum of 20 credits at Level 3 or above

Field	Subfield	Domain
Service Sector	Hospitality	Any

Recreation, Sport, and Fitness Strand

A minimum of 20 credits at Level 3 or above

From the following sets

- Recreation, Sport, and Fitness Strand Compulsory
- Recreation, Sport, and Fitness Strand Elective
- Recreation, Sport, and Fitness Strand Balance

Recreation, Sport, and Fitness Strand Compulsory

The following standard is required

Community and Social Services > Community Recreation > Recreation Management

ID	Title	Level	Credit
13377	Identify and manage hazards and risks in relation to a recreation activity and environment	3	4

Recreation, Sport, and Fitness Strand Elective

A minimum of 8 credits at Level 3 or above

Field	Subfield	Domain
Community and Social Services	Community Recreation	Any
	Fitness	Any
	Outdoor Recreation	Any
	Snowsport	Any
	Sport	Any
Māori	Ngā Mahi ā te Rēhia	Any

Recreation, Sport, and Fitness Strand Balance

The balance of credits to achieve

A minimum of 20 credits at Level 3 or above

May come from the following

Field	Subfield	Domain
Humanities	Communication Skills	Interpersonal Communications
Māori	Māori Business and Management	Māori Management - Generic
	Tikanga	Tikanga Practices

Retail Strand

A minimum of 20 credits at Level 3 or above

Field	Subfield	Domain
Service Sector	Retail, Distribution, and Sales	Retail and Distribution Core Skills
		Retail and Distribution Management
		Sales Transactions
		Stock Control

Tourism Strand

Meet the requirements of all of the following sets

- Tourism Compulsory
- Tourism Elective

Tourism Strand Compulsory

The following standards are required

Service Sector > Tourism > Travel

ID	Title	Level	Credit
18221	Complete tourism and travel administration tasks and use office equipment	3	3

Service Sector > Tourism > Visitor Information

ID	Title	Level	Credit
9246	Process information needed by visitors	3	3

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
18226	Demonstrate cross-cultural communication for the tourism and travel industry	3	3
23764	Demonstrate verbal communication skills in a wide range of tourism contexts	3	3
24728	Demonstrate knowledge of work roles in tourism	2	3

Tourism Strand Elective

A minimum of 8 credits at Level 3 or above

Field	Subfield	Domain
Arts and Crafts	Museum Services	Any
Māori	Tourism Māori	Any
Service Sector	Aviation	Any
	Tourism	Any

NQF Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	October 2009	N/A

Standard Setting Body

ServiceIQ
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Website www.serviceiq.org.nz

Planned Review

Any person or organisation may contribute to the review of this qualification by sending feedback to the standard setting body at the above address.

Next Review	2012
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Other standard setting bodies whose standards are included in the qualification

Hospitality Standards Institute
 Learning State (trading name of the Public Sector Training Organisation)
 New Zealand Industry Training Organisation
 NZ Hairdressing Industry Training Organisation Inc
 NZQA
 Retail Institute
 Skills Active Aotearoa Limited

Certification

This certificate will display the logo of NZQA, the Service Industries Training Alliance, and the accredited organisation.

Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

NQF Classification		NZSCED	
Code	Description	Code	Description
77	Service Sector	120505	Mixed Field Programmes > Employment Skills Programmes > Work Practices Programmes

Quality Management Systems

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.