

QUALIFICATION DETAILS

Qualification number/Te nama o te tohu mātauranga	5025		
English title/Taitara Ingarihi	New Zealand Certificate in Service Sector Skills (Level 3) with an optional strand in Service Speciality		
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 with optional strand
NZSCED/Whakaraupapa	120599 Mixed Field Programmes > Employment Skills Programmes > Employment Skills Programmes not elsewhere classified		
Qualification developer/Te kaihanganga tohu	Ringa Hora Services Workforce Development Council		
Review Date /Te rā arotake	30 June 2029		

OUTCOME STATEMENT/TE TAUĀKI Ā-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 sector workplace environment. It is intended that ākonga who acquire the skills, knowledge and behaviours in this qualification will be able to pursue a career in a variety of work roles in the service sector industry. The qualification focus is transferable skills of customer service, teamwork, communication, health and safety, professional and ethical behaviour, problem solving, and critical thinking required by service sector work roles. The optional strand provides various service sector industries with work-ready personnel by focussing on the skills required for specialised technical service sector work roles.

Graduate Profile/Ngā hua o te tohu
A graduate of this qualification will be able to: • Deliver professional, ethical and inclusive service to support customers throughout a business relationship in a service sector environment. • Work as part of an effective team, using self-management skills, to create a safe, sustainable, and productive workplace, while following appropriate legislation, regulations, and procedures in a service sector environment.

- Apply technical skills relevant to a service sector work role in a service sector environment.
- Graduates of the Optional Strand in Service Speciality will be able to:
- Apply sector specific skills to a specialised service sector work role in a service sector environment.

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, such as:

- New Zealand Certificate in Airport Operations (Level 4) with strands in Airport Customer Service, Airport Maintenance, Airport Safety, and Aviation Security [Ref: 2537]
- New Zealand Certificate in Business (Administration and Technology) (Level 4) [Ref: 2461]
- New Zealand Certificate in Hotel Reception (Level 4) [Ref: 2111]
- New Zealand Certificate in Retail (Level 4) [Ref: 2236]
- New Zealand Certificate in Tourism (Level 4) [Ref: 2202].

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.
Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga	Evidence may include: • analysis of employer and graduate surveys • analysis of a range of workplace evidence • evidence of effective internal and external quality assurance systems.

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	Achieved.
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 whakamarumaru, ki ngā here ā-ture rānei)	Health and Safety at Work Act 2015 Privacy Act 2020
General conditions for programme/ Ngā tikanga whānui o te hōtaka	Programmes may recognise capabilities supporting environmental, social, and economically sustainable practices. 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. Programme delivery should include learning and assessment of health and safety, and appropriate service sector skills. Programmes must include the mandatory skill standards listed under the conditions relating to the graduate profile for outcomes 1 and 2. Providers are advised to refer to the Ringa Hora Services Workforce Development Council Programme endorsement considerations: • Ngā Whakamārama - Programme content • Mana ōrite mō te hunga ako - Equity for learners • Torotoronga me te kimi whakaaro - Programme engagement and consultation • Te ao Māori • Te akoako me ngā reo o Te Moana-nui-a-Kiwa - Pacific languages and learners • Tangata Whaikaha - Disabled people Providers should refer to Programme Guidance Documents for Providers Developing Programmes - Ringa Hora.

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

Qualification outcomes/ Ngā hua		Credits/Ngā whiwhinga	Conditions/Ngā tikanga
1.	Deliver professional, ethical and inclusive service to support customers throughout a business relationship in a service sector environment.	10	Skill standard 40045 <i>Apply customer service techniques to provide quality customer service interactions</i> (Level 3) (10 credits)
2.	Work as part of an effective team, using self-management skills, to create a safe, sustainable, and productive workplace, while following appropriate legislation, regulations, and procedures in a service sector environment.	10	Skill Standard 40048 <i>Work effectively in a team to foster a safe, sustainable, and productive workplace</i> (Level 3) (10 credits)
3.	Apply technical skills relevant to a service sector work role in a service sector environment.	20	
Optional Strand in Service Speciality			
4.	Apply sector specific skills to a specialised service sector work role in a service sector environment.	20	

TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI

Replacement information/ He kōrero mō te whakakapi	N/A
Additional transition information/ Kō ētahi atu kōrero mō te whakakapi	This qualification was listed in June 2024. Please refer to Qualifications and Assessment Standards Approvals for more information. Qualification developer: Ringa Hora Services Workforce Development Council PO Box 445 Wellington Phone: 04 909 0306 Web: https://www.ringahora.nz/ Email: Qualifications@ringahora.nz

NGĀ TAIPITOPITO O TE TOHU

Te nama tohu mātauranga	5025		
Te taitara Ingarihi	New Zealand Certificate in Service Sector Skills (Level 3) with an optional strand in Service Speciality		
Te taitara Māori	Te Tiwhikete o Aotearoa mō ngā Pūkenga Rāngai Ratonga (Kaupae 3) me te whenu whiriwhiri i te Mātauranga Ratonga		
Te putanga	1	Te momo tohu	He tiwhekete
Te kaupae	3	Ngā whiwhinga	40 60 me te whenu kōwhiringa
Te whakaraupapatanga	120599 Mixed Field Programmes > Employment Skills Programmes > Employment Skills Programmes not elsewhere classified		
Te kaihanganga tohu	Ringa Hora Services Workforce Development Council		
Te rā arotake	30 June 2029		

TE TAUĀKĪ HUA

Te pūtake o te tohu
Ko te pūtake o te tohu nei he whakarato i ngā ahumahi whakarato o Aotearoa ki ngā tāngata he pūkenga whakawhiti ō rātou, ā, me mātua whiwhi ērā pūkenga e pai ai tā rātou mahi i tētahi taiao ahumahi whakarato. I tōna tikanga ka whai ngā ākonga i ngā pūkenga, i ngā mātauranga me ngā whanonga i tēnei tohu, e āhei ai tā rātou whai i tētahi aramahi i ngā tūranga mahi huhua i te ahumahi rāngai whakarato. Ka aro ngā hua matua o te tohu nei ki ngā pūkenga whakawhiti i ngā mahi whakarato kiritaki, i te mahi ā-tīma, ki te whakawhiti kōrero, ki te hauora me te whakahaumarū, ki ngā whanonga ngaio me ngā whanonga matatika, ki te rapu rongoā, ki te whakaaro arohaehae, ā, katoa ēnei pūkenga me mātua whiwhi i ngā tūranga mahi i te rāngai whakarato. Ka whakaratoa e te whenu kōwhiringa ngā ahumahi huhua i te rāngai whakarato ki ngā kaimahi e rite ana ki te mahi, mā te aro ki ngā pūkenga me mātua whiwhi i ngā tūranga mātanga ringapū i te rāngai whakarato.

Te kāhua kiriwhakapōtae
Ka āhei ngā ihu puta o tēnei tohu ki te: - Whakarato i ngā ratonga ngaio, matatika, kauawhi hoki ki te tautoko i ngā kiritaki puta noa i te hononga ā-pakihi i tētahi taiao rāngai whakarato. - Mahi tahi i tētahi tīma, mā te whakamahi i ngā pūkenga auāki ki te te whakarite i tētahi wāhi mahi haumarū, toitū, whai hua hoki, me te whai hoki i ngā ture, i ngā waeture, i ngā tukanga hoki e tika ana i tētahi taiao rāngai whakarato.

- Whakamahi i ngā pūkenga ringapū e hāngai ana ki tētahi tūranga mahi i te rāngai whakarato, i tētahi taiao rāngai whakarato.

Ka āhei ngā ihu puta o te whenu kōwhiringa whakarato motuhake, ki te:

- Whakamahi i ngā pūkenga whakarato motuhake i tētahi tūranga mahi motuhake i te rāngai whakarato, i tētahi taiao rāngai whakarato.

Te huarahi mātauranga

Ka āhei te āpitihia o tēnei tohu ki te New Zealand Certificate in Foundation Skills (Level 2) [Ref: 2862].

Mā tēnei tohu ka whai mai pea ko ngā tiwhekete o Aotearoa i ngā tohu mātanga huhua i te rāngai whakarato, Kaupae 4, pēnei i ēnei e whai nei:

Te Tiwhekete o Aotearoa i ngā Whakahaere Taunga Wakarererangi (Kaupae 4), me ōna whenu Whakarato Kiritaki i te Taunga Wakarererangi, i te Tiaki Taunga Wakarererangi, me te Whakamaru Rererangi [Ref: 2537]

Te Tiwhekete Pakihi o Aotearoa (Whakahaere me te Hangarau) (Kaupae 4) [Ref: 2461]

Te Tiwhikete Kiripaepae Hōtēra o Aotearoa (Kaupae 4) [Ref: 2111]

Te Tiwhikete Kaihokohoko o Aotearoa (Kaupae 4) [Ref: 2236]

Te Tiwhikete Tāpoi o Aotearoa (Kaupae 4) [Ref: 2202]

Ko ngā huarahi ā-mahi, ā-ahurea, ā-hapori anō hoki

Ko te hua pea o tēnei tohu, ko te whai mahi i tētahi rāngai me mātua whiwhi ngā pūkenga whakarato.

Ka tautokona e tēnei tohu ngā āheinga whai mahi mō ngā ihu puta i ngā momo tūranga huhua, pēnei i ēnei e whai nei:

- **Rererangi:** Ngā ratonga pāhihi.
- **Ngā ratonga pakihī, ngaio hoki:** Ngā whakahaere whānui o te tari.
- **Ngā ratonga whakapaipai:** Ngā kaiwhakahaere whakapaipai, ngā ringapū whakapaipai whāriki, ngā ringapū whakapaipai wāhi kohuki, ngā kaiwhakapaipai whare, ngā pūkenga ringapū/kaiwhakapaipai matua rānei.
- **Ngā pokapū whakapā:** ngā māngai/kaiwhakahaere pokapū whakapā, ngā māngai/āpiha whakarato kiritaki.
- **Manaaki:** Ngā kaimahi manaaki, ngā kaihāpai hōtēra manaaki, ngā hāwini, ngā kiripaepae, ngā kaimahi whakarato i ngā wharekai, i ngā pāparakāuta, i ngā karapu hoki, ngā tūmau inuwera, ngā kaimahi i tētahi wharekai o rangaranga.
- **Ngā ratonga kaihoko:** Ngā kaiāwhina kaihoko.
- **Ngā ratonga tāpoi me te hāereere:** Ngā kaiāwhina tautōnga, ngā tūranga kei te aro ā-kapa o te tari, ngā kaihoko tīkiti, ngā mātanga tāpui, ngā kaimanaaki manuhiri, ngā kaiāwhina tāpui, ngā kaiwhakahaere waka rēti, ngā kaiwhakahaere i te taupaepae o mua.

NGĀ TAUTUHINGA O TE TOHU

Te whakawhiwhinga o te tohu	Ka āhei te tukua o tēnei tohu e tētahi whakahaere mātauranga e whai hōtaka ana kua whakaaetia, kua mana rānei tā rātou tuku i tētahi hōtaka kua whakaaetia.
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Ngā taunakitanga hei whakaū i te tauritenga	Ko ngā taunakitanga e whakaaetia ana: • ko te arotake i ngā tirohanga a ngā kaituku mahi me ngā ihu puta. • ko te arotake i ngā taunakitanga whānui i te wāhi mahi. • ko ngā taunakitanga o ngā pūnaha whakaū kōunga ā-roto, ā-waho hoki, e whai hua ana.
Te pae o raro e puta ai ngā ihu, me ngā paerewa e ekengia ai ngā tohu kōunga	Te Paetae.
Kō ētahi atu herenga o te tohu (tae atu ki ērā o ngā mana waeture, ngā herenga ā-ture rānei)	Health and Safety at Work Act 2015 Privacy Act 2020
Ngā here whānui o te hōtaka	Ka āhei te whakapūmautia o ngā āheitanga i ngā hōtaka e tautoko ana i ngā tikanga e toitū ai te taiao, te hāpori, me te ao ohaoha Me whakapūmau ngā hōtaka i te wāhi o Te Tiriti o Waitangi, me whai wāhi atu o te ao Māori me ōna tikanga, ā, me whakatairanga ngā āheinga e tautoko ana i te tūohotanga me te uruparenga ā-ahurea. I te tukunga o te hōtaka, me whai wāhi te ako, te aromatawai hoki i ngā tikanga hauora me te whakahaumarū, tae atu ki ngā pūkenga o te rāngai whakarato e tika ana. I ngā hōtaka, me mātua whai wāhi ngā paerewa pūkenga kua whakarārangihia i raro i ngā herenga mō ngā hua 1 me te 2. E tohua ana ngā kaituku kia toro atu rātou ki ngā kōrero whaiwhakaarotanga a Ringa Hora Services Workforce Development Council mō te whakaū hōtaka: • Ngā ihirangi o te hōtaka • Te mana ōrite mō te hunga ako • Ngā torotoronga me te whakaemi whakaaro • Te ao Māori • Ngā tauira me ngā reo o Te Moana nui a Kiwa • Ngā tāngata whaikaha Me toro ngā kaituku ki Programme Guidance Documents for Providers Developing Programmes - Ringa Hora

NGĀ HERE E HĀNGAI ANA KI NGĀ ĀHUA O NGĀ IHU PUTA

Ngā hua o te tohu		Ngā whiwhinga	Ngā here
1.	Te tuku i ngā ratonga e ngaio ana, e matatika ana, e kauawhi hoki ana, ki te tautoko i ngā kiritaki puta noa i tētahi hononga ā-pakihi, i tētahi taiao rāngai whakarato.	10	Te Paerewa ā-pūkenga 40045 – Te whakamahi i ngā tikanga whakarato kiritaki ki te whakarato i ngā pāhekoheko kiritaki e kouna ana
2.	Te mahi tahi i tētahi tīma, mā te whakamahi i ngā pūkenga auāki, ki te whakarite i tētahi wāhi mahi e haumarua ana, e toitū ana, e whai hua ana hoki, ka mutu, ka whai tonu i ngā ture, ngā waeture, me ngā tikanga me whai i tētahi taiao rāngai whakarato.	10	Te Paerewa ā-pūkenga 40048 – Te mahi tahi i tētahi tīma ki te whakarite i tētahi wāhi mahi e haumarua ana, e toitū ana, e whai hua ana hoki
3.	Te whakamahi i ngā pūkenga hangarau e hāngai ana ki tētahi tūranga mahi i te rāngai whakarato, i tētahi taiao rāngai whakarato.	20	
Te whenu kōwhiringa o te ratonga motuhake			
4.	Te whakamahi i ngā pūkenga e hāngai pū ana ki tētahi tūranga mahi mātanga i te rāngai whakarato, i tētahi taiao rāngai whakarato.	20	

HE KŌRERO MŌ TE WHAKAWHITI

He kōrero mō te whakakapi	N/A
Ko ētahi atu kōrero mō te whakakapi	Te kaihanga i te tohu: Ringa Hora Services Workforce Development Council PO Box 445 Te Whanganui a Tara Te nama waea: 04 909 0306 Te pae tukutuku: https://www.ringahora.nz/ Te īmēra: Qualifications@ringahora.nz