

Training for Youth (16-24 years)

Introduction to Retail, Hospitality and Foundation Skills

This programme aims to provide learners with a range of core knowledge and practical skills that will support entry into employment in sectors such as hospitality, food service, retail, service sector, or administration and equip learners for entry into higher levels of education.

The Foundation, Hospitality and Retail skills programme is designed to manage and nurture learners in the quest to develop quality learning skills, break down learning barriers and encourage participation, in a vocational context. Soft and technical skills are taught concurrently alongside literacy, numeracy and language skills.

What do you achieve?

- New Zealand Certificate in Foundation Skills Level 1
- New Zealand Certificate in Retail (Customer Service and Sales Support) Level 2
- New Zealand Certificate in Hospitality Level 2

Learners gain credits towards:

- National Certificate of Educational Achievement Level 1
- National Certificate of Educational Achievement Level 2

The programme begins with all students undertaking the TEC Literacy and Numeracy Evaluation

What's in it for you?

At the successful completion of this programme, graduates will have gained the New Zealand Certificate in Foundation Skills, New Zealand Certificate in Retail and the New Zealand Certificate in Hospitality. They will also have a clear understanding of what is expected of them in the workforce as junior employees in a commercial, retail or hospitality environment. Graduates will have met some of the entry level requirements for enrolling in higher levels of learning.

How long does it take?

1 year = 40 weeks

Important dates / events

Monday – Friday 9am till 3pm

The first week of each school holiday is your recess week.

A detailed handbook is provided.

57	Provide customer service
62	Maintain personal presentation and a positive attitude in a workplace involving customer contact
64	Perform calculations for a specified workplace
167	Practise food safety methods in a food business under supervision
402	Demonstrate knowledge of the retail sector in New Zealand
496	Produce implement, and reflect on a plan to improve own personal wellbeing
497	Demonstrate knowledge of workplace health and safety requirements
1299	Be assertive in a range of specified situations
1304	Communicate with people from other cultures
4249	Describe obligations as an employee
7123	Apply a problem-solving method
8824	Research a topic using oral, visual and written sources, and evaluate the research process
9677	Communicate in a team or group which has an objective
10781	Produce a plan for your own future directions
11941	Establish and maintain positive customer service interactions in a retail environment
11962	Fill shelves in a retail or distribution environment
11966	Count and record stock in a retail or distribution under supervision
11968	Demonstrate and integrate knowledge of legislation applicable to the sale of goods and services
11971	Use safe work practices in a retail or distribution under supervision
12354	Describe legal implications of living in rented accommodation and means to prevent or resolve related problems
14434	Prepare and clear areas for table service for a commercial hospitality establishment
17593	Apply safe work practices in the workplace
20666	Demonstrate basic knowledge of contaminated hazards and control methods used in a food business
24695	Explain taxation and other deductions relating to personal income
24997	Demonstrate knowledge of theft and fraud in a retail or distribution environment
26622	Write to communicate ideas for a purpose and audience
26623	Use number to solve problems
26624	Read texts with understanding
26625	Actively participate in spoken interactions
26626	Interpret statistical information for a purpose
26627	Use measurement to solve problems
27930	Clean and service a room in a hotel
28301	Demonstrate knowledge of products and information in a retail environment

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