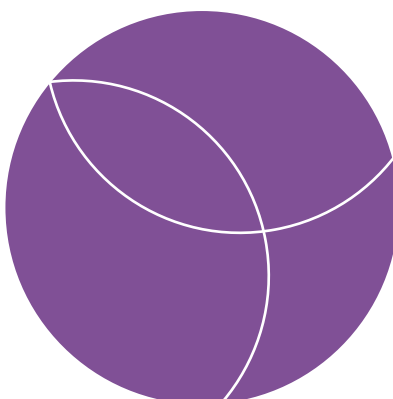


2017

# SERVICE SECTOR PROGRAMME HANDBOOK



NATIONAL CERTIFICATE OF EDUCATIONAL ACHIEVEMENT  
(LEVEL 1)

**Academy Christchurch Campus**

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Christchurch Central  
Christchurch 8013  
Ph: +64 3 366 3489

0800 4 ACADEMY (0800 422 2336) - Toll free within New Zealand

## Welcome

Academy New Zealand is one of New Zealand's most established private education providers and provides an extensive range of learning programmes at levels 1 - 7 on the New Zealand Qualifications Framework. It has been in operation for 30 years; with a consistent focus on achievement. On completion of any learning programme, Academy students will be awarded the appropriate NZQA Approved Qualifications, Unit Standards, New Zealand Certificates or Diploma, providing nationally recognised qualifications of the skills and standards achieved. We pride ourselves on our student achievements and we believe that it is Academy New Zealand's differences that make the difference.

## Introduction to Staff

### **Laura Wright - Tutor**

I have been working as a tutor for just under one year. I entered this industry mainly because I wanted to work with youth and being a mum of two myself, I wanted a job where I no longer worked weekends and where I was giving forward. I liked the idea of helping young people on a more holistic level and helping them develop values, self-esteem, knowledge and a skill set that I would want my children to develop someday. I have extensive field industry experience when dealing with customer service and I feel that alongside my passion for young people made this the perfect career move for me. I honestly couldn't ask for a more rewarding job and to see teenagers develop into proud well informed young adults, armed with industry knowledge and ready to take their place in the world is a such a privilege.

## Service Sector Summary

**Qualification:** National Certificate in Educational Achievement (Level 1)

**Credits:** 80

**Duration:** 25 weeks (including 1 holiday week)

**Tuition fees:** Fees Free Scheme for 16 – 19 year olds

This qualification acknowledges achievement across a range of learning fields, including the minimum levels of literacy and numeracy. This programme has a services industries sector vocational pathway and includes adventure based learning, team building, basic computing skills, customer service skills and foundation hospitality, retail, administration and hairdressing knowledge and skills.

### Graduate Profile

An Academy New Zealand graduate has relevant and current subject knowledge, real-world skills to put knowledge into practice, and personal and professional qualities to make a difference. Graduates of this programme will achieve the first of three national certificates of educational achievement designed to recognise general achievement across a range of learning fields.

### Graduate Destination

Graduates will be prepared for further learning at Level 2 or may enter employment at entry level.

## Calendar

Date	Event
30 January 2017	Auckland Anniversary
23 January 2017	Intake
27 February 2017	Intake
3 April 2017	Intake
14 April 2017	Public holiday – Good Friday
17 April 2017	Public holiday – Easter Monday
25 April 2017	Public holiday – ANZAC Day
8 May 2017	Intake
5 June 2017	Public holiday – Queen's Birthday
12 June 2017	Intake
17 July 2017	Intake
21 August 2017	Intake
25 September 2017	Intake
23 October 2017	Public holiday – Labour Day
30 October 2017	Intake
17 November 2017	Canterbury Anniversary Day

Holiday dates can vary.

Your Campus Manager will inform you of your programme holiday dates at orientation

## Course Content

### Course One: Personal Fitness and Customer Service (10 Credits)

This course introduces students to team building through participation in Adventure based learning activities and managing fitness. They will also learn personal presentation and customer service skills, and complete a first aid course.

Course	Personal Fitness and Customer Service					
1	56L1C2 Attend to customer enquiries face to face and on the telephone	467L2C3 Demonstrate personal and social development through participation in ABL			505L1C3 Manage personal physical fitness with guidance	
	6401L2C1 Provide first aid	6402L1C1 Provide basic life support				
Delivery 4.5 weeks						
US	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
56	✓	✓	✓	✓	✓	✓
467	✓	✓		✓	✓	✓
505	✓	✓	✓	✓	✓	✓
6401	✓	✓			✓	✓
6402	✓	✓			✓	✓

## Course Two: Intro to Basic Cookery (14 credits)

This course provides students with further skills working in a team, and introduces students to the kitchen environment where they will learn basic baking and the preparation of fruit and vegetables. This course also covers workplace health and safety and safe care, use and storages of knives.

Course	Intro to Basic Cookery					
2	470 L2 C3 Demonstrate personal and social development through participation in a low ropes course programme	497 L1 C3 Demonstrate knowledge of workplace health and safety requirements			15901 L1 C3 Prepare and present fruit and vegetables in the hospitality industry	
	15921 L1 C3 Prepare and cook a cake, sponge and batch of scones in the hospitality industry	21059 L1 C2 Demonstrate knowledge of knife care, use, storage, carrying for hospitality industry				
Delivery 4.5 weeks						
US	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
470	✓	✓			✓	✓
497	✓	✓	✓	✓	✓	
15901	✓	✓	✓	✓	✓	✓
15921	✓	✓	✓	✓	✓	✓
21059	✓	✓	✓	✓	✓	

### Course Three: Cookery Skills (12 credits)

This course focuses on further cookery skills with students learning to prepare finger food and meat dishes. Students will also learn about roles and jobs in hospitality.

Course	Cookery Skills					
3	15986 L1 C3 Demonstrate knowledge of frying and grilling as cookery methods in the commercial catering industry				15900 L1 C4 Prepare and present meat in the hospitality industry	
	15918 L1 C3 Demonstrate knowledge of roles and jobs in the hospitality industry				15919 L1 C2 Prepare and present hot finger food in the hospitality industry	
Delivery 4.5 weeks						
US	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
15896	✓	✓			✓	
15900	✓	✓	✓	✓	✓	✓
15918	✓	✓	✓	✓	✓	
15919	✓	✓	✓	✓	✓	✓

#### Course Four: Hospitality Pathways and Beverages (11 credits)

This course engages students with information on the internet to research career pathways in the hospitality industry. Students will also learn to prepare beverages for service and cook egg and cheese dishes.

Course	Hospitality Pathways and Beverages					
4	15905 L1 C2 Serve non-alcoholic beverages to tables in the hospitality industry	18758 L1 C2 Find information using the internet			19770 L1 C3 Prepare and present egg and cheese dishes in the hospitality industry	
	21058 L1 C2 Prepare and present fruit and vegetables in the hospitality industry	21057 L1 C2 Prepare, construct and garnish mocktails for the hospitality industry				
Delivery 4.5 weeks						
US	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
15905	✓	✓	✓	✓	✓	✓
18758	✓		✓	✓	✓	
19770	✓	✓	✓	✓	✓	✓
21057	✓	✓	✓	✓	✓	✓
21058	✓		✓	✓	✓	



### Course Five: Workplace Skills (13 credits)

This course focuses on core skills required in the workplace including calculations and communication. Students will learn to prepare soups and sauces and common terminology used in the hospitality industry.

Course	Workplace Skills					
5	64 L1 C2 Preform calculations for the workplace			1285 L1 C4 Make enquiries and complete practical transactions		
	15892 L1 C5 Demonstrate knowledge of terminology used for food and recipes in commercial cookery			15920 L1 C2 Prepare and present sauce and soup in the hospitality industry		
Delivery 4.5 weeks						
US	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
64	✓	✓		✓	✓	
1285	✓	✓	✓	✓	✓	✓
15892	✓	✓	✓	✓	✓	
15920	✓	✓	✓	✓	✓	✓

Naturally occurring evidence is collected throughout the programme for literacy and numeracy unit standards

26622 L1 C4 Write to communicate ideas for a purpose and audience	26624 L1 C3 Read texts with understanding	26625 L1 C3 Actively participate in spoken interactions
26623 L1 C4 Use number to solve problems	26626 L1 C3 Interpret statistical information for a purpose	26627 L1 C3 Use measurement to solve problems

## Programme Delivery Schedule

National Certificate of Educational Achievement (Level 1)					
WEEK	COURSE 1 Personal Fitness & Customer Service	COURSE 2 Intro to basic Cookery	COURSE 3 Cookery Skills	COURSE 4 Hospitality Pathways & Beverages	COURSE 5 Workplace Skills
1	56				
2	467				
3	505				
4	6401 6402				
5	Assessment Completion				
6					
7					
8					
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## Training Agreement for Work Place

### ACADEMY NEW ZEALAND

#### Training Agreement for Work Placement

(Use this form for work experience)

Student	
Name	
Address	
Phone	

Employer	
Company	
Contact Name	
Site Address	
Postal address	
Phone	

Tutor	
Name	
Phone	

#### Terms of Agreement

##### Training

- Training shall commence on ...../...../..... and shall be completed on ...../...../..... or at such time as agreed by all parties as reasonable to allow the student to gain the skills outlined in the attached training plan.
- Hours of work shall be: .....
- The majority of the student's day shall be spent in training in accordance with the requirements of the Training Plan.
- Any major changes to the Training Plan must be made in consultation with all three signatory parties.
- The employer will promptly inform the tutor of any matters that may affect the delivery of the agreed training. This may include an offer of employment to the student, whether it is casual, temporary or full time employment.

### Support

- The person training or supervising the student will be and they will be available at all times to support the student and to answer any questions that the student may have.
- The tutor will support the student by contacting the student weekly, if on a long term placement a site visit to the workplace must be completed fortnightly.
- The employer shall be aware of and allow for monitoring visits by the tutor, such visits to be subject to prior arrangement between the employer and tutor.
- It is the responsibility of the employer to provide the student with an adequate level of support and supervision to enable the Training Plan to be achieved. This includes regular feedback on the student's performance. Towards the end of the work placement, the employer will be asked to complete an evaluation report on the student's performance. This will be discussed with the student and kept as a part of their student file.
- It is the responsibility of the tutor to provide an appropriate level of support to the employer and student to enable the training plan to be achieved.
- The employer and student should seek assistance and advice of the tutor on any matters affecting the training relationship between the parties.

### General conditions of employment

- Other than wages and allowances, all other conditions of employment contained in the relevant collective agreement, award or other general conditions of employment of the work site shall apply.
- The employer shall provide a clean and safe working environment. The employer is responsible to ensure the provision of all necessary safety equipment and first aid facilities and to comply with appropriate employment and safety legislation.
- The student must abide by the rules, practices and instructions issued by the employer, including provisions that relate to employment and safety legislation.

### Sickness

- It is the student's responsibility to notify the employer and Academy as soon as practicable (before normal start time) if he/she will be unable to attend work.
- Where a student is absent on account of sickness for more than two days, the employer and/or Academy may request a medical certificate.

I hereby accept and agree to abide by the terms and conditions of this Training Agreement:

<b>Student</b>	<b>Date</b>
<b>Employer</b>	<b>Date</b>
<b>Tutor</b>	<b>Date</b>