

Industry
Training
Solutions

its

INDIVIDUAL
UNITS



INDIVIDUAL UNITS

OUR INDIVIDUAL UNITS OPTION OFFERS YOUR STUDENTS THE FLEXIBILITY TO STUDY AT THEIR OWN PACE, WITH A WIDE RANGE OF OPTIONS AVAILABLE

- Help is always available for any students by contacting us at schools@its.ac.nz.
- Just \$75 +gst per unit
*unless otherwise stated
- For assessments that are indicated as practical, please only order if your student can be assessed in a work placement

14 OR MORE STUDENTS?

Add \$100 per person and we will run a 1 or 2 day course for your group. Conditions may apply, please talk to us.

Join two packages for a 20 credit (or more) program.

THE PRICE OF \$75 +GST FOR EACH UNIT INCLUDES:

- All printed student learning and assessment material
- Marking of assessments
- E-certificate of completion
- Support from our tutors is available at any time through our Student Help Desk email support@its.ac.nz

WHAT IS NOT INCLUDED IN THE PRICE?

- Printed certificates - \$10 +gst each
- Resits - \$17.50 +gst each

Assessments will clearly indicate whether they are to be completed in an open or closed book environment. If they are closed book, the school must provide an environment where the student is supervised and completes the assessment without reference to notes or assistance.

Work experience placements for practical assessment are to be arranged by schools where required. If your student is in a work placement, the supervisor or manager will be expected to provide and supervise practical assessment.

For Level 3 units, practical assessments must be completed in a workplace.

Schools will be sent an authorisation to Report as units are achieved. Schools are required to report results to NZQA for the student's Record of Learning.



INDIVIDUAL UNITS ORDER FORM

SCHOOL: _____

EMAIL: _____

PHONE: _____

SCHOOL CONTACT: _____

POSTAL ADDRESS: _____

NZQA UNIT #	QUANTITY	COMMENTS

\$75 + GST PER UNIT

To place an order, please complete this form and email to schools@its.ac.nz.

LIST OF INDIVIDUAL UNITS

LEVEL 1 & 2

*online available some extra charges may apply

DESCRIPTION	LEVEL	UNIT	CREDITS	THEORY OR PRACTICAL
Respond orally to customer enquiries	1	56 v9	2	Both
Provide customer service	2	57 v9	2	Both
Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	62 v9	3	Both
Practise food safety methods in a food business under supervision *	2	167 v8	4	Both
Demonstrate knowledge of diversity in the workplace	2	377 v8	2	Theory
Demonstrate knowledge of management of alcohol & other drugs	1	548 v9	2	Theory
Describe an employment relationship, and the application of employment law to that relationship	2	1979 v10	3	Theory
Assist customers to select goods and/or services	2	11938 v4	5	Both
Establish and maintain positive customer service interactions in a retail environment	2	11941 v7	2	Practical
Demonstrate and apply knowledge of legislation applicable to sale of goods and services	2	11968 v8	4	Both



Use safe work practices in a retail environment under supervision	2	11971 v7	3	Both
Prepare and serve hot and cold non-alcoholic drinks for a commercial hospitality establishment *	2	14425 v7	5	Both
Demonstrate knowledge of food service styles and menu types in the hospitality industry	2	14431 v6	3	Theory
Prepare and clear areas for table service for a commercial hospitality establishment	2	14434 v7	3	Both
Provide table service for a commercial hospitality establishment	2	14436 v7	4	Both
Prepare and clear areas for counter food service for a commercial hospitality establishment	2	14440 v7	2	Both
Pack food and beverage orders for takeaway in a commercial hospitality environment	2	14443 v7	2	Both
Demonstrate knowledge of maintaining a safe and secure environment for people in the hospitality industry	2	14466 v6	2	Theory
Provide customers with information about an establishment in the hospitality industry	2	14469 v6	2	Both

DESCRIPTION	LEVEL	UNIT	CREDITS	THEORY OR PRACTICAL
Demonstrate knowledge of commercial espresso coffee equipment and prepare espresso beverages under supervision *	2	17285 v9	4	Both
Prepare and present pressed coffee for service *	2	17286 v8	2	Both
Prepare and present filtered coffee for service *	2	17287 v7	2	Both
Demonstrate basic knowledge of contamination hazards and control methods used in a food business	2	20666 v6	2	Theory
Prepare and serve tea	2	22428 v5	2	Both
Complete workplace forms	2	24871 v4	2	Theory
Demonstrate knowledge of theft and fraud in a retail or distribution environment	2	24997 v2	5	Theory
Demonstrate knowledge of security systems and procedures used in a retail or distribution environment	2	25000 v1	3	Theory
Interact with customers in a service delivery context	2	28145 v1	2	Practical
Demonstrate knowledge of serving customers in a retail environment	2	28295 v2	5	Theory
Demonstrate knowledge of product information in a retail environment	2	28301 v3	5	Theory



LIST OF INDIVIDUAL UNITS


LEVEL 3

*online available some extra charges may apply

Demonstrate knowledge of food contamination hazards, and control methods used in a food business	3	168 v6	4	Theory
Employ customer service techniques to accommodate customer behavioural styles in a workplace	3	376 v8	2	Both
Give oral instructions in the workplace	3	1312 v7	3	Both
Contribute in a group/team which has an objective	3	9681 v7	3	Both
Demonstrate and apply knowledge of communication process theory	3	9694 v8	4	Theory
Give and respond to feedback	3	9705 v7	3	Both
Listen to gain information in an interactive situation	3	11097 v5	3	Both



DESCRIPTION	LEVEL	UNIT	CREDITS	THEORY OR PRACTICAL
Demonstrate and apply product and/or service knowledge	3	11818 v6	2	Both
Apply skills and qualities of a salesperson in a retail or distribution environment	3	11831 v7	6	Both
Provide café counter service in a hospitality establishment	3	14441 v6	5	Both
Demonstrate knowledge of coffee origin and production *	3	17284 v6	3	Theory
Prepare and present espresso beverages for service *	3	17288 v7	5	Both
Demonstrate knowledge of culinary products and terms	3	18497 v6	8	Theory
Provide hospitality sales and service opportunities to customers	3	21853 v5	6	Both
Explain the legal definitions and consequences of theft and fraud in a retail or distribution environment	3	24996 v2	3	Theory
Explain practices to detect and reduce staff theft and fraud in a retail or distribution environment	3	24999 v2	4	Theory
Provide restaurant service in a hospitality establishment	3	26308 v5	20	Both
Respond to customers' complaints in a retail or distribution environment during customer interactions	3	27229 v3	4	Both



Apply health, safety and security practices to service delivery operations

3

27927 v1

5

Both

Interact with other staff, managers and customers to provide service delivery outcomes

3

27928 v1

5

Both

Provide café table service in a hospitality establishment

3

27940
v3

5

Both

Apply food safety practices in a food related business

3

27955
v2

5

Both

Prepare for and handle payment transactions in a service delivery context

3

28146 v1

4

Both





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