

# VALLEY EDUCATION AND TRAINING PROGRAMME REGULATIONS



## 1 PROGRAMME DETAILS

### 1.2 Programme title

Introduction to Retail and Customer Service (Level 2)

### 1.3 Programme code

TBA

### 1.4 Level of programme

2

### 1.5 Effective date

These Programme Regulations are effective from January 2017.

### 1.6 Programme Version

2

### 1.7 Credits

41

### 1.8 NZSCED Subject Classification

080599

### 1.9 Course Fees

There are neither course fees nor compulsory course costs. Tertiary Education Commission (TEC) Student Achievement Component Competitive Levels 1 & 2 funding provision eligibility applies.

### 1.10 Qualification

If all requirements of Clause 4.1 are met, students may be able to gain the following New Zealand Certificate:

Code	Qualification	Level	Version	Minimum Credits
2234	New Zealand Certificate in Retail (Customer Service and Sales Support) (Level 2)	2	1	40

## 2. Programme Length and Delivery Modes

This programme will be delivered on the following basis, according to the mode of delivery:

<b>Programme</b>	Introduction to Retail and Customer Service (Level 2)	
<b>Delivery Methods</b>	Face to Face classroom Practical	
<b>Type of Study</b>	Full time	
<b>Course Length:</b>		
Total weeks:	15 weeks	
Recess	1 week	
Teaching weeks	14 weeks	
<b>Average hours per week:</b>		
Classroom – face to face	10	
Work Experience	20	
Self-directed learning		
Total hours per week	30	
<b>Total course hours</b>	420	
<b>Total Credits (min)</b>	41	
Start Date	6 March 2017	
End Date	23 June 2017	

## 3 PROGRAMME AIMS AND OBJECTIVES

### 3.1 Strategic Purpose Statement

The aim of this programme is to provide those without formal qualifications or retail and customer service related work experience with entry-level training that develops fundamental customer-centred skills and knowledge for retail, service and sales sectors.

### 3.2 Graduate Profiles:

Graduates of this qualification will be able to:

1. Apply basic health and safety requirements in a service, sales and retail sector workplace
2. Apply basic communication, teamwork, problem solving and self-management skills to service, sales and retail sector work
3. Apply basic customer service and sales support skills, associated with an entry level role, to service, sales and retail sector work

### 3.3 Education Pathways:

This qualification provides a pathway for people to progress to the following qualifications:

- New Zealand Certificate in Retail (Level 3) [Ref: 2235]
- New Zealand Certificate in Sales (Level 3) [Ref: 2237].

### 3.4 Employment Pathways:

Graduates of this qualification will have the skills and knowledge required to work as junior sales, service or retail assistants in a wide variety of retail and sales workplaces.

## 4 PROGRAMME STRUCTURE

### 4.1 Schedule of courses offered

Course Code	Course Name	Level	Credits
<b>Introduction to Retail and Customer Service (Level 2)</b>			
<i>All courses are compulsory</i>			
NZR2.001	Health and Safety	2	6
NZR2.002	Self-Management and Workplace Skills	2	5
NZR2.003	Stock, Products and Distribution	2	24
NZR2.004	Customer Service	2	6
		Total Credits	41

#### 4.2 Schedule of unit standards leading to the New Zealand Certificate in Retail (Customer Service and Sales Support) (Level 2)

Course Unit No.	Course and Unit Standard Title Descriptions	Level	Version	Credits
<b>Compulsory – Must complete all courses</b>				
<i>Graduate Profile 1 – Apply basic health and safety requirements in a service, sales and retail sector workplace</i>				
<b>NZR2.001</b>	<b>Health and Safety</b>	<b>2</b>		<b>6</b>
11971	Use safe work practices in a retail environment under supervision	2	6	3
25000	Demonstrate knowledge of security systems and procedures used in a retail or distribution environment	2	2	3
<i>Graduate Profile 2 - Apply basic communication, teamwork, problem solving and self-management skills to service, sales and retail sector work</i>				
<b>NZR2.002</b>	<b>Self-Management and Workplace Skills</b>	<b>2</b>		<b>5</b>
62	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	9	3
7123	Apply a problem solving method to a problem	2	6	2
<i>Graduate Profile 3 - Apply basic customer service and sales support skills, associated with an entry level role, to service, sales and retail sector work</i>				
<b>NZR2.003</b>	<b>Stock, Products and Distribution</b>	<b>2</b>		<b>24</b>
28500	Maintain stock in a retail or distribution facility	3	1	15
28301	Demonstrate knowledge of product information in a retail environment	2	1	5
11974	Participate in a team in a retail or distribution environment	2	7	4
<b>NZR2.004</b>	<b>Customer Service</b>	<b>2</b>		<b>6</b>
11941	Establish and maintain positive customer service interactions in a retail environment	2	6	2
57	Provide customer service	2	9	2
376	Employ customer service techniques to accommodate customer behavioural styles in a workplace	3	8	2

All courses must be completed

<b>Programme Structure</b>	
Compulsory	41
Elective	0
Total Credits	41

### **4.3 Prerequisites**

There are no prerequisites for the programme.

### **4.4 Programme length**

This is a 14 week full time programme of study (excluding holiday weeks).

### **4.5 Time limits for completion of the programme**

14 teaching weeks with one week of recess. Students are able to apply for a five week extension should this be required. Approval must be given by the Executive Director

#### Entry Point

4.6.1 It is preferable that students enter the programme as per the intake dates

#### Exit Point

4.6.2 After 14 weeks teaching weeks.

## **5 REQUIREMENTS FOR AWARD OF QUALIFICATIONS**

### **5.1 Course credit values available**

Students must achieve 40 credits to be awarded the New Zealand Certificate Retail (Customer Service and Sales Support) (Level 2).

### **5.2 Attendance criteria**

It is a requirement students attend all theory, possible practical training days and assessment days as scheduled in order to enable competencies to be developed and demonstrated.

Tutors will inform students during the enrolment process of their expectations about attendance and the implications if they are not met. Theory components of this programme are delivered during class contact time, attendance is compulsory.

If students do not ring or text in stating reason, they will be marked absent. The procedure for absences is:

- After first absence; student will be reminded of attendance criteria
- After second absence; student will be given a verbal warning from Tutor/s
- After third absence; student will be given a written warning from Management
- After fourth absence; student will be withdrawn

### **5.3 Work Placement and Experience Components**

Work experience will apply to this programme to meet the competency of demonstrating practical skills in a Retail setting.

Responsibilities of all parties to the Work Placement and a schedule of learning requirements are detailed in the Valley Education and Training Workplace Contract. This contract is signed by a representative of VETEL and the Work Placement Provider.

Suitable work placement options may include:

- Work placements at Retail Setting with whom a VETEL Training Workplace Contract has been signed.
- Work placement completed within a student's existing network or part-time employment, following approval by VETEL.

#### **5.4 Practical Skills Development**

Work experience applies where a student is placed in a work environment to gain relevant skills, knowledge and experience.

Formative assessment of any practical unit standards will start from the moment students are shown practical tasks as recorded in the Students Practical Log Book.

#### **5.5 Time limits for completion of the programme**

It is expected that students will complete this programme within 15 weeks. Students are required to complete this programme within one year of the date of first enrolment or must have completed this programme of study before 31 December in the year of enrolment. It is not intended that there will be programme extensions after this date.

### **6 ENTRY AND SELECTION CRITERIA**

#### **6.1.1 Entry Criteria**

- Age 16 years at the time of commencing study
- Low or no previous qualification at level 2
- NZ Citizen, permanent resident or refugee status
- An interest in retail and customer service

#### **6.1.2 English language**

Applicants whose first language is not English, or who come from a country where the language of instruction in schools or other teaching institutions is not English, are required to provide evidence of having passed such a test of English language as is detailed in Policy and Procedure English Language Proficiency.

#### **6.1 Selection criteria**

Entry to the programme will be in order of receipt of completed enrolments. Applicants should have a desire to work in the retail and customer service industry.

All applicants will be required to attend a formal interview with the Course Administrator and/or Tutor. Where there are more applicants than places available, a waiting list will be kept or learners will be referred onto other programme with VETEL or any other training provider.

## **6.2 StudyLink – Student Allowance 18+**

Students aged 18 and over, enrolling on this Fees Free programme of study may test their eligibility for the StudyLink student allowance.

## **7 RECOGNITION/ASSESSMENT OF PRIOR LEARNING (RPL/APL)**

### **7.1 Provisions for advising prospective applicants (APL)**

Opportunities for Assessment of Prior Learning are advised in the Student Handbook and VETEL's Quality Management System: Procedure Assessment of Prior Learning.

Assessment of prior learning will only be granted to students who demonstrate that they have met the required performance criteria. Students may be required to undertake an assessment (theory and/or practical) to determine their level of competency. A completed APL application form must be submitted to VETEL administration staff, Tutor or delegated equivalent in the first instance.

### **7.2 Provisions for application and consideration (RPL)**

A Record of Achievement is required for cross credit or credit transfer arrangements. These will be uploaded directly from the student's NZQA Record of Achievement into the VETEL Student Management System (SMS).

No learner will be required to repeat material and/or assessments they have completed previously.

## **8 ASSESSMENT REQUIREMENTS**

### **8.1 Assessment method**

Assessment is mainly through written assessments, with some closed book tests and observation of practical skills. All assessments for the programme are competency based' students' skills and knowledge are assessed against NZQF standards. Assessments are developed in accordance with the outcome and evidence requirements of the unit standards in the New Zealand qualification.

### **8.2 Requirements for submission/return of assessed work**

Assessments must be submitted on the due date and be completed by the individual seeking credit for that work. Under normal circumstances assessed work will be handed back within two weeks of the due date.

### **8.3 Departures from prescribed assessment**

Students with disabilities or recognised conditions of impairment may receive assistance during assessment. In negotiated circumstances, with the prior approval of the Manager, students may be able to complete an assessment in Te Reo Maori, or in sign language.

### **8.4 Reassessments and resubmissions**

Students are required to meet all the performance criteria in order to demonstrate competency in each element of a unit standard. Should a learner not meet all the criteria, they will be given the opportunity for a reassessment of the particular area in which they did not demonstrate competency.

Reassessment may be undertaken by students in accordance with VETEL's Assessment Policy.

### 8.5 Appeal of assessments

Students may lodge an appeal in accordance with VETEL Policy and Procedure Academic Appeals.

### 8.6 Grades

The following competency-based grades will be used:

Grade	Legend	Definition
A	Achieved	Able to follow and complete all instructions given by the assessor or assessment tool. The assessor must make the final judgment
NA	Not Achieved	Failed to achieve competency standards
RPL	Recognition of Prior Learning	Formally acknowledges the value of a trainee's prior learning, whether formal or informal, by assessing the prior learning of the purpose of considering the grading of credit towards a unit of learning, course or programme in which a trainee wishes to enrol
CC	Cross Credit	Application towards one qualification of credit gained for another qualification with the same provider
CT / APP	Credit Transfer Accredited by Another Provider	Application towards one qualification of credit gained for another qualification with a different provider
RCC	Recognition of Current Competency	To obtain RCC for the practical unit standards, the candidate must provide evidence that all competencies have been satisfactorily met

### 8.7 Results

Recording and reporting of results is in accordance with VETEL's Policy and Procedure Reporting and Certification.

### 8.8 Weighting of course work and final examinations to final grades

Coursework comprises 100% of the final result.

### 8.9 Assessment Schedule

Month	Theory	Practical
March		
April	25000	19117 11941 57 376
May	7123	62 28500 11974
June	28301	



## **9 HEALTH AND SAFETY**

### **9.1 Requirements and responsibilities**

Students must comply with any health and safety requirements for specific courses as detailed in the Student Handbook which includes the Student Code of Conduct. This is in addition to health and safety requirements for VETEL delivery sites and for work experience/work placement sites as are detailed in:

- VETEL Student Code of Conduct
- VETEL Policy and Procedure Health and Safety (applying to delivery on the VETEL campus only)
- Valley Education and Training Policy and Procedure Health and Safety Policy.
- Valley Education and Training Policy and Procedure On-job Assessment and/or Work Experience Policy
- Valley Education and Training Health and Safety Management System and Health and Safety Staff User Manuals for VETEL Campuses and while visits are being used for practical demonstrations and course work.
- OSH Manuals and Requirements of Work Placement and Work Sites.

## **10 TRANSITION ARRANGEMENTS**

### **10.1 Description of any transition arrangements**

There are no transition arrangements for this programme.

## **11 MONITORING AND MODERATION**

### **11.1 Provisions for external monitor**

External moderation will be attended to by VETEL staff as required by the relevant ITO, or other SSB (e.g. NZQA or Service IQ).

### **11.2 Moderation Plan**

Internal moderation is completed as per VETEL's Moderation Policy. External moderation is carried out in accordance with the relevant Consent and Moderation Requirements (CMRs) [0225] v4 and in conjunction with VETEL's external moderation requirements in respect of those CMRs or NZQA moderation requirements.

## **12 OTHER REQUIREMENTS OF THE PROGRAMME**

### **12.1 Special requirements**

There are no special requirements for this programme.

### **12.2 Exceptions to programme regulations**

The Academic Board will consider exceptions to the Programme Regulations where unforeseen circumstances suggest that students might be disadvantaged by existing Regulations.