SCHOOLS CATALOGUE 2027

- 3-Step Delivery Courses
- Face-to-Face Courses
- Self-Paced Correspondence Courses
- Individual Units
- Educator Resources



Industry Training Solutions

NZQA REGISTERED
CATEGORY 1 PROVIDER
#7837

WHY CHOOSE ITS?

- Fun & interactive
- Relevant & engaging
- Meets the needs of your learners
- Quality, authentic, experiential learning

HOW DOES THE LEARNING HAPPEN?

Five choices for schools:

DELIVERY	WHAT YOU ARE BUYING	MARKING	ACCREDITATION
3-Step Delivery	A group course delivered in our signature 3-Step Delivery Method	ITS	ITS NZQA accreditation
Face-to-Face	A group course delivered by an ITS tutor	ITS	ITS NZQA accreditation
Self-Paced Courses	A correspondence course completed online or paper-based, in a timeframe that suits your learners' needs, with ITS support	ITS	ITS NZQA accreditation
Self-Paced Individual Units	Individual units completed online or paper-based, with ITS support	ITS	ITS NZQA accreditation
Educator Resources	Digital resources for you to print and use in delivering units	You	Your school accreditation

Contact ITS

0800 464 487

Course bookings: schools@its.ac.nz

Support for students: support@its.ac.nz

www.its.ac.nz

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WELCOME TO SEASIDE SALLY'S

Seaside Sally's is the Simulated Workplace Environment used by Industry Training Solutions. Its timeless backstory, staff, outlets, scenarios and activities help learners understand both practical and theoretical concepts in a realistic, memorable context.

The environment includes a staff manual, workplace policies, procedures and a full set of props that bring workplace learning to life. Learners can practise communication, customer service, retail, hospitality, teamwork and other work-ready skills before applying them in real situations.

ITS courses are not simply worksheets. Seaside Sally's provides the practical setting that makes learning engaging, relevant, and easier to apply.

ABOUT THE ISLAND OF ST DE PIER

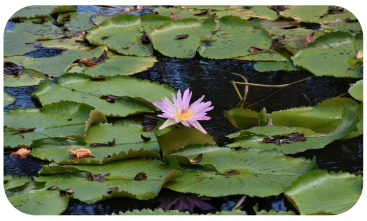
The fictional island gives learners a consistent workplace world to explore. The businesses on the island include:

- **Sally's Retail Shop:** Customer service, products, sales, and retail scenarios
- **Sally's Café:** Café service, beverages, food service and customer interactions
- **Sally's Adventure Park:** Activities, visitors, teamwork and service situations
- **The Island Discovery Train:** Tourism, information and visitor centre scenarios
- **Other Island Businesses:** Seaside Sally's Collectables Workshop, Sally's Logistics and Distribution, St de Pier Market Garden, and Mountain View Care Home







THE NITTY GRITTY

WHO'S INVOLVED?

- ITS delivers Face-to-Face workshop
- A workplace supervisor, employer, or manager completes the required observations
- ITS marks the final assessments

WHAT DOES ITS PROVIDE?

- Experienced tutors for the initial workshop and support throughout
- Clear, easy-to-use observation booklets for employers
- Access to online learning materials and assessments

WHAT DO YOU PROVIDE?

- A suitable teaching space for the initial workshop
- Any required course-specific facilities for the workshop (noted in the course description)
- An approved work placement
- Support to help students complete all three stages

HOW DOES ASSESSMENT WORK?

- Practical skills are observed in Step 2
- Final online assessments are completed independently in Step 3
- ITS marks submitted assessments
- One free resit is provided if required

WHAT ARE THE KEY TIMELINES?

- 3 weeks before: Booking confirmed; indicative student numbers provided
- 1 week before: Final student names and numbers provided
- 48 hours before: Advise ITS of any changes to numbers
- Student completes steps 2 and 3 over one full school term following the workshop (school holidays excluded)

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Indicative Prices:
Up to 14 students
$8,190 + GST

Exact prices available on enquiry.

ITS 3-STEP DELIVERY

Our structured 3-Step Delivery method combines the advantages of Face-to-Face delivery, work-based learning, and self-paced assessments to provide a flexible yet supportive pathway to recognised qualifications.

What is 3-Step Delivery?

Step 1: Interactive Workshop

Learners begin with a two-day workshop designed to introduce key concepts and foundational knowledge. This session is delivered Face-to-Face by one of our experienced tutors and encourages participation and discussion.

Step 2: Practical Experience

Learners then complete practical observations within their workplace or during an approved work placement, building on the strong theoretical base from Step 1. Observations are completed by each learner's employer, supervisor, or line manager using our user-friendly ITS resources.

Step 3: Self-Paced Assessment

Once practical components are complete, learners undertake their final self-paced assessments. This flexible approach allows each participant to consolidate their learning and complete the qualification requirements during the school term.



Teachers say...

> Today was brilliant, the kids had so much fun. The laughter along with the learning was great. When I was teaching another group next door, they were talking about the customer service course and saying it was the best and most fun course they have done.

3-STEP DELIVERY
LIFE SKILLS & WORK READINESS

X-Factor Plus - Level 2

Level	Total Credits	Workshop Duration
2	18	2 days

Develop essential skills that employers notice. Learners strengthen their written and verbal communication, teamwork, customer service, and time-management abilities. This course equips participants with confidence and competence to meet industry training standards - a strong transition into employment or vocational training.

NZQA units included:

24871 | 2 credits
Complete complex forms

1979 | 3 credits
Describe employment agreements

7123 | 2 credits
Apply a problem-solving method to a problem

9677 | 3 credits
Communicate in a team or group which has an objective

377 | 2 credits
Demonstrate knowledge of diversity in the workplace

11941 | 2 credits
Establish and maintain positive customer service interactions in a retail environment

57 | 2 credits
Provide customer service

28145 | 2 credits
Interact with customers in a service delivery context

X-Factor Plus - Level 3

Level	Total Credits	Workshop Duration
3	20	2 days

Prepare future leaders for success. This course refines communication, leadership, and sales skills through real-world scenarios. Learners build confidence, apply product knowledge, and practice professional interaction - equipping them for frontline or supervisory roles in any service industry.

Students must have access to a real workplace.

NZQA units included:

11097 | 3 credits
Listen actively to gain information in an interactive situation

9681 | 3 credits
Contribute within a team or group which has an objective

9694 | 4 credits
Demonstrate and apply knowledge of communication process theory

11818 | 4 credits
Demonstrate and apply product knowledge and/or service knowledge

11831 | 6 credits
Apply skills and qualities of a salesperson in a retail or distribution environment

3-STEP DELIVERY
LIFE SKILLS & WORK READINESS

Micro-Credential

Employability Skills and Work Readiness

Level	Total Credits	Workshop Duration
2	20	2 days

Prepare learners to succeed in employment and further study. Participants build confidence through teamwork, communication, stress management, and self-organisation. They also develop practical understanding of employment law and personal presentation. A proven pathway for learners transitioning from education into real work environments.

Also available as: Face-to-Face, Self-Paced

NZQA units included:

9677 | 3 credits
Communicate in a team or group which has an objective

12349 | 3 credits
Demonstrate knowledge of time management

12355 | 3 credits
Describe strategies for managing stress

24871 | 2 credits
Complete complex forms

1979 | 3 credits
Describe employment agreements

62 | 3 credits
Maintain personal presentation and a positive attitude in a workplace involving customer contact

33019 | 3 credits
Communicate in an organisation

ITS Employability Programme

Level	Total Credits	Workshop Duration
2	21	2 days

A Level 2 pathway from classroom to workplace. Learners build employability skills and complete workplace-linked activities using ITS learning and assessment resources.

NZQA units included:

9677 | 3 credits
Communicate in a team or group which has an objective

20666 | 2 credits
Demonstrate basic knowledge of contamination hazards and control methods used in a food business

1294 | 2 credits
Be interviewed in a formal interview

11971 | 3 credits
Use safe work practices in a retail environment under supervision

28145 | 2 credits
Interact with customers in a service-delivery context

11968 | 4 credits
Demonstrate and apply knowledge of legislation applicable to sale of goods and services

28301 | 5 credits
Demonstrate knowledge of products and product information in a retail environment

3-STEP DELIVERY
SERVICE INDUSTRIES

ITS Service Industries Programme

Level	Total Credits	Workshop Duration
2	18	2 days

This option is ideal for students that want to explore potential career pathways. They will gain valuable knowledge and develop practical skills. This course suits students employed across a variety of industries and students undertaking work placements or work experience.

NZQA units included:

11968 | 4 credits
Demonstrate and apply knowledge of legislation applicable to sale of goods and services

1294 | 2 credits
Be interviewed in a formal interview

20666 | 2 credits
Demonstrate basic knowledge of contamination hazards and control methods used in a food business

11971 | 3 credits
Use safe work practices in a retail environment under supervision

28145 | 2 credits
Interact with customers in a service-delivery context

28301 | 5 credits
Demonstrate knowledge of products and product information in a retail environment

Micro-Credential

Success in Service Industries

Level	Total Credits	Workshop Duration
2	20	2 days

Real-world learning that builds employability. Through practical study and simulated service scenarios, learners develop skills in stock handling, safe work practices, and customer interaction. They finish ready for entry-level roles in retail or service environments, confident in both product knowledge and workplace conduct.

Kitchen and sink facilities required on site.

Also available as: Face-to-Face, Self-Paced

NZQA units included:

11971 | 3 credits
Use safe work practices in a retail environment under supervision

11941 | 2 credits
Establish and maintain positive customer service interactions in a retail environment

11938 | 5 credits
Assist customers to select goods and/or services

28301 | 5 credits
Demonstrate knowledge of products and product information in a retail environment

24997 | 5 credits
Demonstrate knowledge of theft and fraud in a retail or distribution environment

3-STEP DELIVERY
SERVICE INDUSTRIES

Micro-Credential

Core Service Sector Skills

Level	Total Credits	Workshop Duration
3	20	2 days

Strong service, safe teams, and productive workplaces. This credential recognises the essential communication and teamwork skills that underpin every service industry. Learners practise quality customer interactions while building respect for health, safety, and sustainability. Perfect for employers or schools aiming to instil transferable skills across industries.

Also available as: Face-to-Face, Self-Paced

NZQA standards included:

40045 | 10 credits
Apply customer service techniques to provide quality customer service interactions

40048 | 10 credits
Work effectively in a team to foster a safe, sustainable, and productive workplace

Micro-Credential

Hospitality and Customer Service

Level	Total Credits	Workshop Duration
2	20	2 days

A complete foundation for service-industry success. Learners gain core skills in communication, customer care, sales, food safety, and workplace safety. They explore how legislation and product knowledge shape quality service. A highly versatile option for schools and community training programmes introducing learners to hospitality or retail.

Also available as: Face-to-Face, Self-Paced

NZQA units included:

14466 | 2 credits
Demonstrate knowledge of maintaining a safe and secure environment for people in the hospitality industry

14469 | 2 credits
Provide customers with information about an establishment in the hospitality industry

28145 | 2 credits
Interact with customers in a service delivery context

11968 | 4 credits
Demonstrate and apply knowledge of legislation applicable to sale of goods and services

20666 | 2 credits
Demonstrate basic knowledge of contamination hazards and control methods used in a food business

28301 | 5 credits
Demonstrate knowledge of products and product information in a retail environment

14431 | 3 credits
Demonstrate knowledge of food service styles and menu types in the hospitality industry

3-STEP DELIVERY
SERVICE INDUSTRIES

Micro-Credential

Café and Customer Service

Level	Total Credits	Workshop Duration
3	20	2 days

Develop well-rounded café and customer-service skills. Participants learn to serve confidently in hospitality environments, combining customer engagement, product knowledge, and sales techniques. This micro-credential strengthens service quality, teamwork, and professionalism.

Students must have access to a real workplace.

Also available as: Self-Paced

NZQA units included:

11818 | 4 credits
Demonstrate and apply product or service knowledge in a service delivery workplace

11831 | 6 credits
Apply skills and qualities of a salesperson in a retail or distribution environment

14441 | 5 credits
Provide café counter service in a hospitality establishment

21853 | 5 credits
Provide hospitality sales and service opportunities to customers

Micro-Credential

Food and Beverage Services

Level	Total Credits	Workshop Duration
3	20	2 days

Learners gain the skills and knowledge they need to step confidently into hospitality. Exploring food safety, responsible service, culinary terms and products, coffee and its origins, and the different beverages found in licensed premises.

This course is theory-based

Also available as: Self-Paced

NZQA units included:

18497 | 8 credits
Demonstrate knowledge of culinary products, terms, and food preparation methods

168 | 4 credits
Demonstrate knowledge of food contamination hazards, and control methods used in a food establishment

4645 | 2 credits
Demonstrate knowledge of maintaining a responsible drinking environment as a server in licensed premises

14420 | 3 credits
Describe alcoholic and non-alcoholic beverages

17284 | 3 credits
Demonstrate knowledge of coffee origin and production

THE NITTY GRITTY

WHO'S INVOLVED?

- Face-to-Face group delivery for school students
- Up to 14 students included in the base price
- Experienced ITS tutor delivers and assesses the course

WHAT DOES ITS PROVIDE?

- Tutor-led course delivery
- Learning and assessment materials
- Any specialist equipment required

WHAT DO YOU PROVIDE?

- A suitable teaching space
- Any required course-specific facilities such as water, sinks, or computers (noted in the course description)

WHAT HAPPENS ON THE DAY?

- Your ITS tutor leads the course from start to finish
- Practical, interactive, and hands-on learning
- Students complete learning activities and course assessments
- ITS marks all assessments, and provides one free resit if required

WHAT ARE THE KEY TIMELINES?

- 3 weeks before: Booking confirmed; indicative student numbers provided
- 1 week before: Final student names and numbers provided
- 48 hours before: Advise ITS of any changes to numbers
- Within 3 weeks after: ITS provides final results & Authority to Report

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ITS FACE-TO-FACE

Authentic, hands-on short courses, expertly delivered to suit your group's needs - we bring everything to you. Our training is customer-driven, industry-aligned, and designed to create inclusive, engaging, and memorable learning experiences. Through quality teaching and genuine care, ITS helps learners gain real skills they can use immediately at home, school, and work.

Practical learning. Experienced tutors.

Real skills students can use beyond the classroom.

Indicative Prices	Up to 14 students
1 day	$2,800 + GST
2 days	$4,900 + GST
4 days	$7,700 + GST
5 days	$9,800 + GST

Exact prices available on enquiry.

FACE-TO-FACE
LIFE SKILLS & WORK READINESS

Toolkit for Study, Work and Life
2 Days

Level	Total Credits	Duration
1	11	2 days

Give learners the essentials to start strong. This hands-on course builds understanding of workplace expectations, employee rights and responsibilities, and personal financial capability, using practical contexts learners can apply to work and study.



NZQA units included:

1978 | 3 credits
Demonstrate knowledge of basic employment rights and responsibilities, and sources of information and/or assistance

4249 | 3 credits
Describe obligations as an employee

24709 | 3 credits
Produce a budget to manage personal finances

24705 | 2 credits
Interpret and confirm accuracy of financial documents for personal financial capability

FACE-TO-FACE
LIFE SKILLS & WORK READINESS

Toolkit for Study, Work and Life
5 Days

Level	Total Credits	Duration
1	21	5 days

A comprehensive foundation for life, study and employment. Learners explore health and safety, financial capability, employment responsibilities, wellbeing and communication in an engaging and practical programme.

NZQA units included:

1978 | 3 credits
Demonstrate knowledge of basic employment rights and responsibilities, and sources of information and/or assistance

4249 | 3 credits
Describe obligations as an employee

497 | 3 credits
Demonstrate knowledge of workplace health and safety requirements

548 | 3 credits
Demonstrate knowledge of the effects of alcohol and other drugs on self

24709 | 3 credits
Produce a budget to manage personal finances

24705 | 2 credits
Interpret and confirm accuracy of financial documents for personal financial capability

12348 | 2 credits
Demonstrate knowledge of strategies for managing own emotions

56 | 2 credits
Respond orally to customer enquiries

Micro-Credential

Employability Skills and Work Readiness

Level	Total Credits	Duration
2	20	4 days

Prepare learners to succeed in employment and further study. Participants build confidence through teamwork, communication, stress management, and self-organisation. They also develop practical understanding of employment law and personal presentation. A proven pathway for learners transitioning from education into real work environments.

Also available as: 3-Step Delivery, Self-Paced

NZQA units included:

9677 | 3 credits
Communicate in a team or group which has an objective

12349 | 3 credits
Demonstrate knowledge of time management

12355 | 3 credits
Describe strategies for managing stress

24871 | 2 credits
Complete complex forms

1979 | 3 credits
Describe employment agreements

62 | 3 credits
Maintain personal presentation and a positive attitude in a workplace involving customer contact

33019 | 3 credits
Communicate in an organisation

FACE-TO-FACE
LIFE SKILLS & WORK READINESS

Skills for Workplace Success

Level	Total Credits	Duration
2	10	2 days

Support learners to take ownership of their wellbeing and performance. The course develops practical strategies for time management, stress management, problem solving and customer interaction.

NZQA units included:

12349 | 3 credits
Demonstrate knowledge of time management

12355 | 3 credits
Describe strategies for managing stress

7123 | 2 credits
Apply a problem solving method

57 | 2 credits
Provide customer service

ITS Your Future, *Your Plan*

Level	Total Credits	Duration
2	3	1 day

Know your why – your dreams - and discover how to get there.

Learners will explore their interests, skills, goals, and career prospects which could help them discover opportunities they may not be aware of and prepare for a successful future.

Laptop or computer required

NZQA units included:

10781 | 3 credits
Produce a plan for own future directions

FACE-TO-FACE
LIFE SKILLS & WORK READINESS

Leadership 101

Level	Total Credits	Duration
3	9	2 days

Create confident leaders who communicate with purpose. Leadership 101 develops active listening, constructive feedback, meeting participation, and teamwork skills. Participants learn how to plan, organise, and motivate others - emerging with practical tools and the self-belief to lead. Perfect for emerging leaders or students ready to step up.

NZQA units included:

11097 | 3 credits
Listen actively to gain information in an interactive situation

9681 | 3 credits
Contribute within a team or group which has an objective

3494 | 3 credits
Write minutes for a formal meeting

Communication and Clear Choices

Level	Total Credits	Duration
3	8	2 days

Build learners' communication capability for work, study and everyday life. Learners explore how communication works, recognise common barriers, and apply strategies for communicating clearly. Learners will also examine how drug and alcohol related problems can affect people and workplaces and how these concerns can be identified, managed, and responded to appropriately.

NZQA units included:

9694 | 4 credits
Demonstrate and apply knowledge of communication process theory

22316 | 4 credits
Demonstrate knowledge of the management of drug and alcohol related problems in the workplace

FACE-TO-FACE
SERVICE INDUSTRIES

Micro-Credential

Success in Service Industries

Level	Total Credits	Duration
2	20	4 days

Real-world learning that builds employability. Through practical study and simulated service scenarios, learners develop skills in stock handling, safe work practices, and customer interaction. They finish ready for entry-level roles in retail or service environments, confident in both product knowledge and workplace conduct.

Also available as: 3-Step Delivery, Self-Paced

NZQA units included:

11971 | 3 credits
Use safe work practices in a retail environment under supervision

11941 | 2 credits
Establish and maintain positive customer service interactions in a retail environment

11938 | 5 credits
Assist customers to select goods and/or services

28301 | 5 credits
Demonstrate knowledge of products and product information in a retail environment

24997 | 5 credits
Demonstrate knowledge of theft and fraud in a retail or distribution environment

Micro-Credential

Core Service Sector Skills

Level	Total Credits	Duration
3	20	4 days

Strong service, safe teams, and productive workplaces. This credential recognises the essential communication and teamwork skills that underpin every service industry. Learners practise quality customer interactions while building respect for health, safety, and sustainability. Perfect for employers or schools aiming to instil transferable skills across industries.

Also available as: 3-Step Delivery, Self-Paced

NZQA standards included:

40045 | 10 credits
Apply customer service techniques to provide quality customer service interactions

40048 | 10 credits
Work effectively in a team to foster a safe, sustainable, and productive workplace

FACE-TO-FACE
SERVICE INDUSTRIES

Customer Service Kickstarter

Level	Total Credits	Duration
2	11	2 days

A practical introduction to customer service. Using Seaside Sally's, learners work together through service scenarios while building communication, teamwork and confidence.

NZQA units included:

377 | 2 credits
Demonstrate knowledge of diversity in workplaces

9677 | 3 credits
Communicate in a team or group which has an objective

28145 | 2 credits
Interact with customers in a service delivery context

24871 | 2 credits
Complete complex forms

57 | 2 credits
Provide customer service

Retail Ready Level 2

Level	Total Credits	Duration
2	12	2 days

Prepare learners to excel in the retail environment. Participants learn how to engage customers, assist with product selection, and maintain safe, ethical retail practices. The course also covers theft and fraud awareness - ensuring learners can contribute to secure and professional workplaces. Perfect for those seeking real, job-ready retail skills.

NZQA units included:

11941 | 2 credits
Establish and maintain positive customer service interactions in a retail environment

11938 | 5 credits
Assist customers to select goods and/or services

24997 | 5 credits
Demonstrate knowledge of theft and fraud in a retail or distribution environment



FACE-TO-FACE
SERVICE INDUSTRIES

Retail Ready Level 3

Level	Total Credits	Duration
3	12	2 days

Advance your learners' retail expertise. This course deepens understanding of workplace communication, teamwork, and customer service while addressing theft and fraud prevention. Learners leave with practical strategies to build trust, reduce risk, and deliver great customer experiences in modern retail settings.

NZQA units included:

24999 | 4 credits
Explain practices to detect and reduce staff theft and fraud in a retail or distribution environment

24996 | 3 credits
Explain the legal definitions and consequences of theft and fraud in a retail or distribution environment

27928 | 5 credits
Interact with other staff, managers and customers to provide service delivery outcomes

Café Counter Service

Level	Total Credits	Duration
2	13	2 days

Develop practical counter-service capability, including preparation of service areas, customer interaction, non-alcoholic beverages and supervised food-safety practice.

Water, sink, and power required on site

NZQA units included:

14440 | 2 credits
Prepare and clear areas for counter food service for a commercial hospitality establishment

28145 | 2 credits
Interact with customers in a service delivery context

14425 | 5 credits
Prepare and serve hot and cold non-alcoholic drinks for a commercial hospitality establishment

167 | 4 credits
Practise food safety methods in a food business under supervision



FACE-TO-FACE
SERVICE INDUSTRIES

Micro-Credential

Hospitality and Customer Service

Level	Total Credits	Duration
2	20	4 days

A complete foundation for service-industry success. Learners gain core skills in communication, customer care, sales, food safety, and workplace safety. They explore how legislation and product knowledge shape quality service. A highly versatile option for schools and community training programmes introducing learners to hospitality or retail.

Also available as: 3-Step Delivery, Self-Paced

NZQA units included:

14466 | 2 credits
Demonstrate knowledge of maintaining a safe and secure environment for people in the hospitality industry

14469 | 2 credits
Provide customers with information about an establishment in the hospitality industry

28145 | 2 credits
Interact with customers in a service delivery context

11968 | 4 credits
Demonstrate and apply knowledge of legislation applicable to sale of goods and services

20666 | 2 credits
Demonstrate basic knowledge of contamination hazards and control methods used in a food business

28301 | 5 credits
Demonstrate knowledge of products and product information in a retail environment

14431 | 3 credits
Demonstrate knowledge of food service styles and menu types in the hospitality industry

Success in Café Service

Level	Total Credits	Duration
3	10	2 days

Prepare learners for the pace and expectations of café work through practical service and hospitality sales opportunities.

Also popular with ESOL students and those with diverse learning capabilities

NZQA units included:

14441 | 5 credits
Provide café counter service in a hospitality establishment

21853 | 5 credits
Provide hospitality sales and service opportunities to customers

FACE-TO-FACE
SERVICE INDUSTRIES



Great Coffee and Safe Food Level 2

Level	Total Credits	Duration
2	10	2 days

Essential training for future baristas and food handlers, combining espresso preparation with supervised food-safety practice and contamination-control knowledge.

Water, sink, and power required on site

NZQA units included:

17285 | 4 credits
Demonstrate knowledge of commercial espresso coffee equipment and prepare espresso beverages under supervision

167 | 4 credits
Practise food safety methods in a food business under supervision

20666 | 2 credits
Demonstrate basic knowledge of contamination hazards and control methods used in a food business

FACE-TO-FACE
SERVICE INDUSTRIES

Great Coffee and Safe Food Level 3

Level	Total Credits	Duration
3	9	2 days

Advance espresso preparation and strengthen understanding of food-safety and contamination control in a hospitality setting.

Water, sink, and power required on site

Students must complete unit standard 17285 before undertaking unit standard 17288.

NZQA units included:

17288 | 5 credits
Prepare and present espresso beverages for service

168 | 4 credits
Demonstrate knowledge of food contamination hazards, and control methods used in a food establishment

Bartenders Kickstarter

Level	Total Credits	Duration
3	10	2 days

Through roleplay and practical activities, learners develop hospitality sales, responsible service knowledge and beverage knowledge for licensed environments.

Water, sink and power required on site.

NZQA units included:

21853 | 5 credits
Provide hospitality sales and service opportunities to customers

4645 | 2 credits
Demonstrate knowledge of maintaining a responsible drinking environment as a server in licensed premises

14420 | 3 credits
Describe alcoholic and non-alcoholic beverages

Teachers say...

> “Your guidance, knowledge, and support created a welcoming and empowering environment for everyone involved. The experience was not only educational but also deeply inspiring, and it has left a lasting impact on our roopuu (group).”

THE NITTY GRITTY

WHO'S INVOLVED?

- Individual students work through their course online and independently
- Experienced ITS tutors are available to support students throughout
- ITS marks all submitted work

WHAT DOES ITS PROVIDE?

- Online learning and assessment materials
- One free resit per student
- Printed materials can be provided for an additional cost

WHAT DO YOU PROVIDE?

- Access to a computer and internet connection (or the students can use their own)
- Support for students to stay on track and meet their deadlines
- Where required, supervision for any closed-book assessments
- Where required, help to arrange work placements or practical assessment environments

WHAT ARE THE KEY TIMELINES?

- At enrolment: students gain access to their online course
- One full school term: complete all learning and assessments (school holidays excluded)
- Within 3 weeks of submission: ITS marks submitted assessments
- After completion: ITS provides final results & Authority to Report
- Students who don't finish within one term can be provided an extension for an additional cost

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ITS

SELF-PACED CORRESPONDENCE

Your ākonga will feel fully supported as they work through our uniquely crafted learning packages, each built around NZQA unit standards. Gain practical, real-world skills that are recognised and valued in workplaces and everyday life - and achieve meaningful results alongside others on the same journey.

Complete courses by correspondence

- Self-paced courses are provided online
- Learners are supported by ITS staff
- All assessments are marked by ITS staff

Prices Total Course Credits	Per student
1 - 4 credits	$90 + GST
5 - 7 credits	$120 + GST
8 - 9 credits	$160 + GST
10 - 12 credits	$200 + GST
13 - 15 credits	$250 + GST
Micro-credentials (20 - 22 credits)	$480 + GST

SELF-PACED CORRESPONDENCE

LIFE SKILLS & WORK READINESS

ITS Responsible Employee

Level	Total Credits	Theory / Practical
1	6	Theory

Set your people up for success from day one. This course gives new workers a clear understanding of employment agreements, good-faith obligations, and workplace expectations. Learners unpack their rights and responsibilities as employees and gain the confidence to navigate real-world employment situations. A valuable start for anyone entering or re-entering the workforce.

NZQA units included:

1978 | 3 credits
Demonstrate knowledge of basic employment rights and responsibilities, and sources of information and/or assistance

4249 | 3 credits
Describe obligations as an employee

Students say...

> It was amazing, giving us examples and explaining things clearly that we needed to know.

Students say...

> This course was an eye-opener for me.

SELF-PACED CORRESPONDENCE

LIFE SKILLS & WORK READINESS

Micro-Credential

Employability Skills and Work Readiness

Level	Total Credits	Theory / Practical
2	20	Both

Prepare learners to succeed in employment and further study. Participants build confidence through teamwork, communication, stress management, and self-organisation. They also develop practical understanding of employment law and personal presentation. A proven pathway for learners transitioning from education into real work environments.

Also available as: 3-Step Delivery, Face-to-Face

NZQA units included:

9677 | 3 credits
Communicate in a team or group which has an objective

12349 | 3 credits
Demonstrate knowledge of time management

12355 | 3 credits
Describe strategies for managing stress

24871 | 2 credits
Complete complex forms

1979 | 3 credits
Describe employment agreements

62 | 3 credits
Maintain personal presentation and a positive attitude in a workplace involving customer contact

33019 | 3 credits
Communicate in an organisation

Tutuki - To Extend and Succeed

Level	Total Credits	Theory / Practical
2	11	Both

Extend capability and build confidence. Tutuki is an uplifting journey through communication, stress management, and time-management skills, using the inclusive environment of Seaside Sally's simulated workplace. Learners explore diversity, teamwork, and personal wellbeing - emerging more resilient, self-aware, and ready to succeed.

Also available as: Face-to-Face

NZQA units included:

377 | 2 credits
Demonstrate knowledge of diversity in workplaces

9677 | 3 credits
Communicate in a team or group which has an objective

12349 | 3 credits
Demonstrate knowledge of time management

12355 | 3 credits
Describe strategies for managing stress



SELF-PACED CORRESPONDENCE

LIFE SKILLS & WORK READINESS

Prepare for Employment

Level	Total Credits	Theory / Practical
2	7	Theory

Make the step from learning to earning smoother. Participants learn how to complete employment forms, understand contracts, and recognise their legal rights and obligations. They also develop practical strategies for solving common workplace problems. A straightforward course that builds confidence for first-time employees.

NZQA units included:

24871 | 2 credits
Complete complex forms

1979 | 3 credits
Describe employment agreements

7123 | 2 credits
Apply a problem-solving method

Business Communication Basics

Level	Total Credits	Theory / Practical
2	8	Theory

Build workplace communication capability. Learners practise writing clear internal and external correspondence, short reports, and graphics-based documents. They gain confidence using workplace language and presentation styles that employers expect. A practical option for secondary students or adult learners preparing for administrative or customer-service roles.

NZQA units included:

3488 | 3 credits
Write business correspondence for a workplace

3492 | 3 credits
Write a short report

1280 | 2 credits
Use graphics in communication

SELF-PACED CORRESPONDENCE

LIFE SKILLS & WORK READINESS

ITS Communication Kickstarter

Level	Total Credits	Theory / Practical
3	8	Both

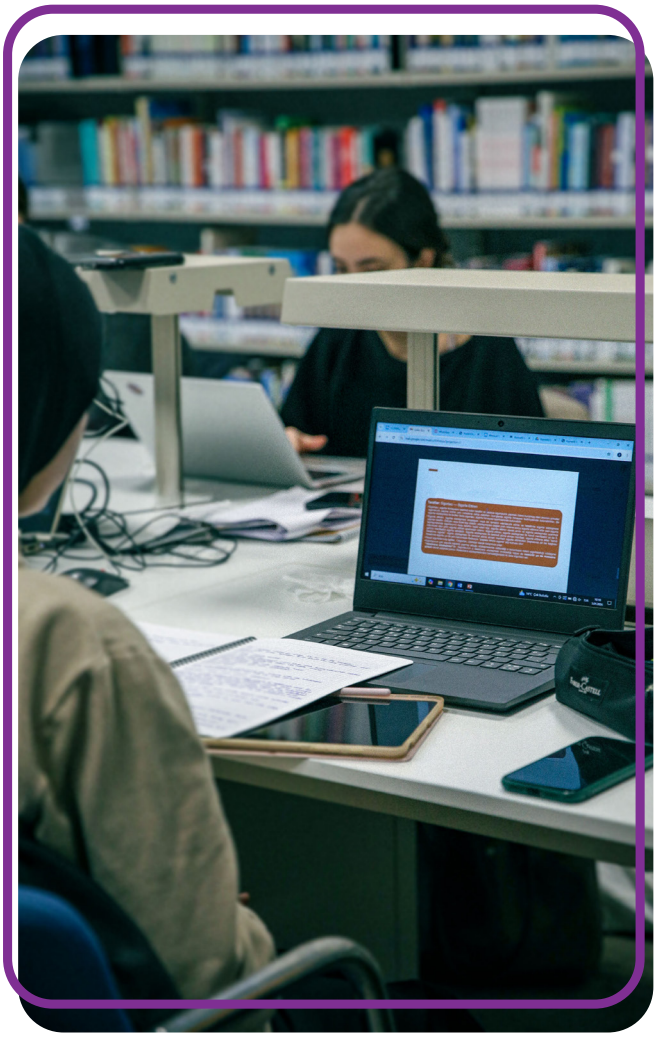
A confidence-building introduction to professional communication. Learners practise speaking to groups and communicating with diverse people. This practical starter develops cultural awareness, confidence and presentation skills.

NZQA units included:

1304 | 2 credits
Communicate with people from other cultures

1307 | 3 credits
Speak to a known audience in a predictable situation

11095 | 3 credits
Write business correspondence to convey complex ideas and/or information



SELF-PACED CORRESPONDENCE

SERVICE INDUSTRIES

ITS Customer Care Champions

Level	Total Credits	Theory / Practical
2	5	Both

Help your learners stand out for exceptional service. Equip participants with the safe work habits and customer-interaction skills needed in retail and service environments. Learners gain the confidence to communicate effectively, handle enquiries, and build positive customer relationships - creating great first impressions every time.

NZQA units included:

11971 | 3 credits
Use safe work practices in a retail environment under supervision

28145 | 2 credits
Interact with customers in a service delivery context

Micro-Credential

Core Service Sector Skills

Level	Total Credits	Theory / Practical
3	20	Both

Strong service, safe teams, and productive workplaces. This credential recognises the essential communication and teamwork skills that underpin every service industry. Learners practise quality customer interactions while building respect for health, safety, and sustainability. Perfect for employers or schools aiming to instil transferable skills across industries.

Also available as: 3-Step Delivery, Face-to-Face

NZQA standards included:

40045 | 10 credits
Apply customer service techniques to provide quality customer service interactions

40048 | 10 credits
Work effectively in a team to foster a safe, sustainable, and productive workplace

SELF-PACED CORRESPONDENCE

SERVICE INDUSTRIES

Understand Customer Service

Level	Total Credits	Theory / Practical
2	10	Both

Lay the groundwork for success in the service industries. Ideal for new entrants to retail, hospitality, or tourism, this course blends theory and practice to develop essential customer-service skills. Learners explore workplace safety, legislation, and communication techniques that ensure every customer experience is professional and memorable.

NZQA units included:

14466 | 2 credits
Demonstrate knowledge of maintaining a safe and secure environment for people in the hospitality industry

14469 | 2 credits
Provide customers with information about an establishment in the hospitality industry

28145 | 2 credits
Interact with customers in a service delivery context

11968 | 4 credits
Demonstrate and apply knowledge of legislation applicable to sale of goods and services

Success in Retail

Level	Total Credits	Theory / Practical
2	10	Theory

Equip your people with the essentials for retail success. This theory-based option focuses on product knowledge, communication, and awareness of theft and fraud in the workplace. Learners gain insight into how excellent service and sound knowledge drive customer satisfaction and business success.

NZQA units included:

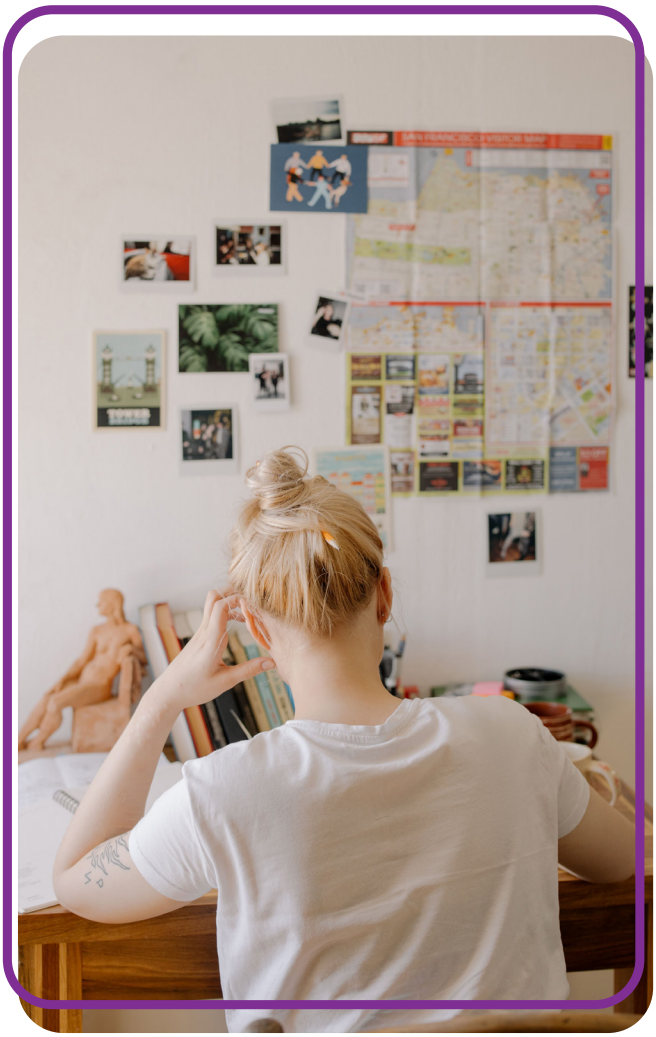
28301 | 5 credits
Demonstrate knowledge of products and product information in a retail environment

24997 | 5 credits
Demonstrate knowledge of theft and fraud in a retail or distribution environment



SELF-PACED CORRESPONDENCE

SERVICE INDUSTRIES



Micro-Credential

Success in Service Industries

Level	Total Credits	Theory / Practical
2	20	Both

Real-world learning that builds employability. Through practical study and simulated service scenarios, learners develop skills in stock handling, safe work practices, and customer interaction. They finish ready for entry-level roles in retail or service environments, confident in both product knowledge and workplace conduct.

Also available as: 3-Step Delivery, Face-to-Face

NZQA units included:

11971 | 3 credits
Use safe work practices in a retail environment under supervision

11941 | 2 credits
Establish and maintain positive customer service interactions in a retail environment

11938 | 5 credits
Assist customers to select goods and/or services

28301 | 5 credits
Demonstrate knowledge of products and product information in a retail environment

24997 | 5 credits
Demonstrate knowledge of theft and fraud in a retail or distribution environment

SELF-PACED CORRESPONDENCE

SERVICE INDUSTRIES

Retail Skills 101

Level	Total Credits	Theory / Practical
2	10	Both

Practical skills for confident retail employees. Learners build their understanding of customer service, safe work habits, and the importance of a positive workplace culture. This course prepares participants to interact effectively with customers, maintain a safe environment, and represent their employer with pride.

NZQA units included:

11971 | 3 credits
Use safe work practices in a retail environment under supervision

11941 | 2 credits
Establish and maintain positive customer service interactions in a retail environment

11938 | 5 credits
Assist customers to select goods and/or services

Micro-Credential

Hospitality and Customer Service

Level	Total Credits	Theory / Practical
2	20	Both

A complete foundation for service-industry success. Learners gain core skills in communication, customer care, sales, food safety, and workplace safety. They explore how legislation and product knowledge shape quality service. A highly versatile option for schools and community training programmes introducing learners to hospitality or retail.

Also available as: 3-Step Delivery, Face-to-Face

NZQA units included:

14466 | 2 credits
Demonstrate knowledge of maintaining a safe and secure environment for people in the hospitality industry

14469 | 2 credits
Provide customers with information about an establishment in the hospitality industry

28145 | 2 credits
Interact with customers in a service delivery context

11968 | 4 credits
Demonstrate and apply knowledge of legislation applicable to sale of goods and services

20666 | 2 credits
Demonstrate basic knowledge of contamination hazards and control methods used in a food business

28301 | 5 credits
Demonstrate knowledge of products and product information in a retail environment

14431 | 3 credits
Demonstrate knowledge of food service styles and menu types in the hospitality industry

SELF-PACED CORRESPONDENCE

SERVICE INDUSTRIES

Micro-Credential

Café and Customer Service

Level	Total Credits	Theory / Practical
3	20	Both

Develop well-rounded café and customer-service skills. Participants learn to serve confidently in hospitality environments, combining customer engagement, product knowledge, and sales techniques. This micro-credential strengthens service quality, teamwork, and professionalism.

Students must have access to a real workplace.

Also available as: 3-Step Delivery

NZQA units included:

11818 | 4 credits
Demonstrate and apply product or service knowledge in a service delivery workplace

11831 | 6 credits
Apply skills and qualities of a salesperson in a retail or distribution environment

14441 | 5 credits
Provide café counter service in a hospitality establishment

21853 | 5 credits
Provide hospitality sales and service opportunities to customers

Comprehensive Food Safety

Level	Total Credits	Theory / Practical
2 & 3	10	Both

Essential knowledge for anyone managing or supervising food operations. This course builds understanding of Food Control Plans, hazard management, and compliance requirements. Learners develop the skills to maintain safe, hygienic workplaces and confidently meet New Zealand's food-safety standards - applicable across cafés, restaurants, and community kitchens.

NZQA units included:

20666 | 2 credits
Demonstrate basic knowledge of contamination hazards and control methods used in a food business

167 | 4 credits
Practise food safety methods in a food business under supervision

168 | 4 credits
Demonstrate knowledge of food contamination hazards, and control methods used in a food establishment

SELF-PACED CORRESPONDENCE

SERVICE INDUSTRIES

Alcohol Managers Course – Includes LCQ

Level	Total Credits	Theory / Practical
3 & 4	7	Theory

For students going to work in hospitality and retail the knowledge learned is highly valued by employers. It also equips students with knowledge they can use both at work and in social circles around safe and responsible use of alcohol.

NZQA units included:

4646 | 2 credits | Level 4
Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 and its implications for licensed premises

16705 | 3 credits | Level 4
Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises

4645 | 2 credits | Level 3
Demonstrate knowledge of maintaining a responsible drinking environment as a server in licensed premises

Micro-Credential

Food and Beverage Services

Level	Total Credits	Theory / Practical
3	20	Theory

Learners gain the skills and knowledge they need to step confidently into hospitality. Exploring food safety, responsible service, culinary terms and products, coffee and its origins, and the different beverages found in licensed premises.

Also available as: 3-Step Delivery

NZQA units included:

18497 | 8 credits
Demonstrate knowledge of culinary products, terms, and food preparation methods

168 | 4 credits
Demonstrate knowledge of food contamination hazards, and control methods used in a food establishment

4645 | 2 credits
Demonstrate knowledge of maintaining a responsible drinking environment as a server in licensed premises

14420 | 3 credits
Describe alcoholic and non-alcoholic beverages

17284 | 3 credits
Demonstrate knowledge of coffee origin and production

THE NITTY GRITTY

HOW DO INDIVIDUAL UNITS WORK?

- Choose one or more units from the following pages
- ITS provides online learning and assessment materials
- Students work through the unit independently
- ITS marks all assessments and provides one free resit if required
- ITS NZQA accreditation is used to report results to NZQA
- Printed materials can be provided for an additional cost

WHAT ARE EDUCATOR RESOURCES?

- Ready-made resources for units your school wants to deliver itself
- Your school must hold accreditation for the relevant unit standard
- Your school's NZQA accreditation is used to report the results to NZQA
- Your staff deliver, assess, and mark student work
- Choose a full Delivery Pack or an Assessment Pack
- Resources can be reused within your school throughout the calendar year

WHAT ELSE DO YOU NEED TO KNOW?

- All unit standards listed on the following pages are available as both Individual Units or Educator Resources, except where noted by an asterisk (not available as Individual Units)
- Practical units may require workplace-based assessment or observation
- Contact ITS if you're unsure which option best suits your school

CONTENTS

Individual Units & Educator Resources

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Level 2..... 39
Level 3..... 42
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Individual Units

Prices	Per student
1 - 4 credits	$90 + GST
5 - 7 credits	$120 + GST
8 - 9 credits	$160 + GST
10 credits	$200 + GST

Educator Resources

Prices available in our online resource shop at **store.its.ac.nz**

ITS INDIVIDUAL UNITS

Maximise your flexibility with Individual Units

Choose the specific NZQA unit standards that suit your learners, without committing to a full course. ITS provides the learning and assessment materials, marks completed work, and uses ITS accreditation to report results.

EDUCATOR RESOURCES

Save time and money with ITS Educator Resources

Deliver selected unit standards yourself using ITS-developed learning and assessment resources which have been pre-moderated and NZQA-approved. Choose a full Delivery Pack or Assessment Pack, then teach, assess, and report results under your school's own NZQA accreditation.

INDIVIDUAL UNITS
LEVEL 1

LEVEL	UNIT	CREDITS	DESCRIPTION
1	56	2	Respond orally to customer enquiries
1	496	3	Produce, implement, and reflect on a plan to improve own personal wellbeing
1	497	3	Demonstrate knowledge of workplace health and safety requirements
1	504	2	Produce a CV (curriculum vitae)
1	548	3	Demonstrate knowledge of the effects of alcohol & other drugs on self
1	1293	2	Be interviewed in an informal, one-to-one, face-to-face interview
1	1978	3	Demonstrate knowledge of basic employment rights and responsibilities, and sources of information and/or assistance
1	3483	2	Fill in a form
1	3501	2	Demonstrate knowledge of and apply listening techniques
1	3503	2	Communicate in a team or group to complete a routine task
1	4249	3	Describe obligations as an employee
1	7120	2	Demonstrate knowledge of note taking
1	12348	2	Demonstrate knowledge of strategies for managing own emotions
1	24705	2	Interpret and confirm accuracy of personal financial documents
1	24709	3	Produce a budget to manage personal finances

INDIVIDUAL UNITS
LEVEL 2

LEVEL	UNIT	CREDITS	DESCRIPTION
2	57	2	Provide Customer Service
2	62	3	Maintain personal presentation and a positive attitude in a workplace involving customer contact
2	167	4	Practise food safety methods in a food business under supervision
2	377	2	Demonstrate knowledge of diversity in workplaces
2	1280	2	Use graphics in communication
2	1294	2	Be interviewed in a formal interview
2	1827	2	Identify support services and resources within the community
2	1979	3	Describe employment agreements
2	3488	3	Write business correspondence for a workplace
2	3492	3	Write a short report
2	4252	2	Produce a personal targeted CV (curriculum vitae)
2	6401 *	1	Provide first aid
2	6402 *	2	Provide basic life support
2	7123	2	Apply a problem-solving method

* These units are only available as Educator Resources, not as Individual Units delivered by ITS

LEVEL	UNIT	CREDITS	DESCRIPTION
2	9677	3	Communicate in a team or group which has an objective
2	10781	3	Produce a plan for own future directions
2	11938	5	Assist customers to select goods and/or services
2	11941	2	Establish and maintain positive customer service interactions in a retail environment
2	11968	4	Demonstrate and apply knowledge of legislation applicable to sale of goods and services
2	11971	3	Use safe work practices in a retail environment under supervision
2	12349	3	Demonstrate knowledge of time management
2	12352	3	Describe aspects of one's own whakapapa, heritage, and cultural identity
2	12355	3	Describe strategies for managing stress
2	13281	2	Prepare and assemble, and present basic sandwiches for service.
2	14425	5	Prepare and serve hot and cold non-alcoholic drinks for a commercial hospitality establishment
2	14431	3	Demonstrate knowledge of food service styles and menu types in the hospitality industry
2	14434	3	Prepare and clear areas for table service for a commercial hospitality establishment
2	14436	4	Provide table service for a commercial hospitality establishment

LEVEL	UNIT	CREDITS	DESCRIPTION
2	14440	2	Prepare and clear areas for counter food service for a commercial hospitality establishment
2	14466	2	Demonstrate knowledge of maintaining a safe and secure environment for people in the hospitality industry
2	14469	2	Provide customers with information about an establishment in the hospitality industry
2	17285	4	Demonstrate knowledge of commercial espresso coffee equipment and prepare espresso beverages under supervision
2	17286	2	Prepare and present pressed coffee for service
2	17287	2	Prepare and present filtered coffee for service
2	20666	2	Demonstrate basic knowledge of contamination hazards and control methods used in a food business
2	22428	2	Prepare and serve tea
2	24871	2	Complete complex forms
2	24997	5	Demonstrate knowledge of theft and fraud in a retail or distribution environment
2	28145	2	Interact with customers in a service delivery context
2	28295	5	Demonstrate knowledge of serving customers in a retail environment
2	28301	5	Demonstrate knowledge of products and product information in a retail environment
2	33019	3	Communicate in an organisation

INDIVIDUAL UNITS
LEVEL 3

LEVEL	UNIT	CREDITS	DESCRIPTION
3	168	4	Demonstrate knowledge of food contamination hazards, and control methods used in a food establishment
3	376	2	Employ customer service techniques to accommodate customer behavioural styles in a workplace
3	21853	5	Provide hospitality sales and service opportunities to customers
3	1304	2	Communicate with people from other cultures
3	1307	3	Speak to a known audience in a predictable situation
3	3494	3	Write minutes for a formal meeting
3	4645	2	Demonstrate knowledge of maintaining a responsible drinking environment as a server in licensed premises
3	6400 *	2	Manage first aid in an emergency situation
3	9681	3	Contribute within a team or group which has an objective
3	9694	4	Demonstrate and apply knowledge of communication process theory
3	11095	3	Write business correspondence to convey complex ideas and/or information
3	11097	3	Listen actively to gain information in an interactive situation
3	11818	4	Demonstrate and apply product or service knowledge in a service delivery workplace
3	11831	6	Apply skills and qualities of a salesperson in a retail or distribution environment *Students must have access to a real workplace.*

* These units are only available as Educator Resources, not as Individual Units delivered by ITS

LEVEL	UNIT	CREDITS	DESCRIPTION
3	14420	3	Describe alcoholic and non-alcoholic beverages
3	14441	5	Provide café counter service in a hospitality establishment
3	17284	3	Demonstrate knowledge of coffee origin and production
3	17288	5	Prepare and present espresso beverages for service
3	18497	8	Demonstrate knowledge of culinary products, terms, and food preparation methods
3	21337	2	Demonstrate knowledge of sleep and sleep management in relation to work performance
3	40045	10	Apply customer service techniques to provide quality cuatomer service interactions
3	40048	10	Work effectively in a team to foster a safe, sustainable, and productive workplace

INDIVIDUAL UNITS
LEVEL 4

LEVEL	UNIT	CREDITS	DESCRIPTION
4	4646	2	Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 and its implications for licensed premises
4	16705	3	Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises



Students say...

> It was fun and engaging.



Teachers say...

> Thank you for your incredible work last week!
>
> I know from the bits and pieces that I was involved in, I could see that our students really vibed with your style; that is something I personally really appreciate in a provider.
>
> Look forward to working together with you again soon!





Students say...

> Was done really well, learnt heaps.



WE DELIVER!

MICRO-CREDENTIALS – Micro-credentials are a formal way of recognising your skills and knowledge in a particular area that employers are looking for.

3-STEP DELIVERY - A group course delivered using our signature 3-Step Delivery method, combining a 2-day in-person workshop led by our experienced tutors with a work placement and self-paced online assessment.

FACE-TO-FACE - A group course delivered by our experienced tutors on-site at your school.

SELF-PACED COURSES - A correspondence course completed online or paper-based, in a timeframe that suits your learners' needs, with ITS support.

INDIVIDUAL UNITS – Select from our range of individual units that can be completed by correspondence, online or paper-based, with ITS support. This range continues to grow, so you and your students can select the exact units needed for their studies.

EDUCATOR RESOURCES – Utilise our range of high-quality learning materials and pre-moderated assessments for units you can deliver in your school.

QUALITY TRAINING IN:

EMPLOYABILITY SKILLS

CUSTOMER SERVICE & RETAIL

HOSPITALITY

PROFESSIONAL DEVELOPMENT

LIFE SKILLS

COMMUNICATION

AND LOTS MORE!

ALL SORTS OF COURSES FOR ALL SORTS OF PEOPLE

Contact ITS

Phone: 0800 464 487

Course bookings: schools@its.ac.nz

Student support: support@its.ac.nz

Website: www.its.ac.nz