

SKILLS ACTIVE NATIONAL CUSTOMER SERVICE AWARD

This qualification will be awarded to people credited with a minimum total of 20 credits from the following compulsory unit standards and the balance of credits from the Elective list.

COMPULSORY			
Unit No	Title	Level	Credit
56	Attend to customer enquiries face-to-face and on the telephone	1	2
57	Provide customer service in given situations	2	2
62	Maintain personal presentation in the workplace	2	2
376	Employ customer service techniques for differing customer behaviours in a given situation	3	2
1304	Communicate with people from other cultures	2	2
11097	Listen to gain information in an interactive situation	3	3
TOTAL:			13

ELECTIVE Complete a minimum of 7 credits at any level from the sub-fields or domains listed below		
FIELD	Sub-Field	domain
BUSINESS	Business Administration Management Office Systems	business administration services first line management quality management maori office systems
COMMUNITY AND SOCIAL SERVICES	Community Recreation Fitness Human Services Outdoor Recreation Snowsport Sport	any any empowering people with disabilities any any any
HUMANITIES	Communication Skills	interpersonal communications
MAORI	Nga Mahi a te Rehia	any
SERVICE SECTOR	Hospitality Retail and Wholesale Service Sector Skills Tourism	food and beverage service hospitality operations retail and wholesale customer service retail and wholesale frontline sales retail and wholesale sales transactions sales promotion selling skills service sector –core skills adventure tourism visitor information visitor services

Total of 20 credits
