



TE
MAHI
AKO

BUILD SKILLS THAT EVERY WORKPLACE VALUES

Core Service Sector Skills
Micro-credential (Level 3)

www.temahiako.co.nz



This 20-credit, workplace-based micro-credential gives you the practical skills and confidence to deliver exceptional customer service and contribute effectively as part of a team. You'll develop communication, problem-solving and teamwork skills while learning on the job, gaining nationally recognised NZQA credits that are valued across New Zealand's service industries.



Who is this qualification for?

This micro-credential is ideal for:

- People new to customer-facing roles
- Existing frontline staff wanting to upskill
- Volunteers working in community or recreation organisations
- Staff working in tourism, hospitality, retail, recreation, aquatics, events, local government and visitor services
- Employers looking to strengthen customer service and team performance.

What's involved for the learner?

You'll study online while working in a customer-focused workplace, completing practical workplace assessments under the guidance of your workplace mentor and assessor. Learning is flexible and designed to fit around your work schedule, allowing you to build skills while applying them in real workplace situations.

Module 1: Delivering quality customer service (6 weeks)

Learn how to provide positive customer experiences through effective communication and professional service. You'll learn how to:

- Communicate confidently with a wide range of customers
- Use active listening and problem-solving techniques
- Adapt your approach to meet individual customer needs
- Deliver professional, respectful and ethical customer service
- Demonstrate manaakitanga in customer interactions
- Reflect on your own customer service practice.

Module 2: Working effectively in a team (6 weeks)

Develop the skills to become a valuable member of any workplace team. You'll learn how to:

- Work collaboratively to achieve team goals

- Improve workplace processes and contribute ideas
- Manage challenges and resolve conflict professionally
- Apply workplace health, safety and sustainability requirements
- Demonstrate manaakitanga, kotahitanga, rangatiratanga and kaitiakitanga in the workplace
- Develop self-management practices that support your wellbeing and team performance.

Entry requirements

You'll need to be employed by or associated with a customer-focused workplace where you can demonstrate your skills in real workplace situations. A workplace supervisor or mentor will support your learning and complete workplace observations as part of the assessment process.

Learning and assessment

- Approximately 3 months to complete while you work
- Flexible online learning with workplace-based assessment
- Practical observations completed in your workplace
- Reflective activities linked to your everyday work
- Support from your Te Mahi Ako regional advisor, assessor, workplace mentor and learner support team.

Key learning outcomes

By the end of this micro-credential, you'll be able to:

- Deliver high-quality customer service with confidence
- Communicate effectively with customers and colleagues
- Work collaboratively as part of a productive team
- Apply workplace health, safety and sustainability requirements
- Demonstrate professionalism, initiative and cultural awareness in the workplace
- Build transferable skills that support future career and study pathways.

Not sure how to get started?
Get in touch with one of our regional advisors.

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