

STAR / GATEWAY
PROSPECTUS

H&S INDUSTRY TRAINING SOLUTIONS



You'll Love Learning with us...

IT'S FUN!





INDUSTRY TRAINING SOLUTIONS

HTP is a division of Industry Training Solutions Ltd (Provider Number 7837) an NZQA registered and accredited training provider. We have a background in transitional training for youth and work with fifteen to eighteen year olds to develop relevant workplace skills.

Star and Gateway provides an opportunity to increase students' engagement in learning as they come to recognise the relevance of their school work to their future plans. Our training has been developed to provide real and relevant skills to assist in a successful transition from school to the workplace.

Whilst all our courses can be delivered at times to suit the requirements of the school and students, we also offer a structured timetable of courses for those schools that have small numbers wanting to enrol in specific courses. This means we combine bookings from nearby schools and the courses are guaranteed to proceed without any one school needing minimum numbers.

Our courses and resources have been developed to be engaging, stimulating and fun - the best learning environment.

Our People

All HTP trainers have considerable experience in teaching or training roles. They have been chosen for their passion to work with this group and their ability to keep students stimulated whilst learning. All HTP Trainers have been police checked and meet Industry Training Solutions Ltd contractor and staff criteria.

Courses

We are flexible in the delivery of programmes and will travel to rural areas to deliver training so that all students can have access to training opportunities. All courses can be taken in combinations. Please talk to our Star and Gateway Coordinator to put together a course package that suits your students' needs.

Details

All schools require a Memorandum of Understanding with HTP. We will supply you with two copies to be signed. This outlines our terms of partnership with you.

Resources

We supply all resources including learner work books. Let us know if any students require any learning support or other special requirements so we can respond to their needs. We supply reader writers at no extra charge.

Students

All candidates should turn up to courses preferably in work appropriate clothes i.e. clothes they would wear in a work environment. There is an expectation that students turn up on time.

Courses start at 9.00am and finish at approx 3.00 pm. Times may change with notification. Lunch is usually from 12.00pm to 12.45pm.

Attendance and Course Cancellation

Please email a full list of students attending a course at least 48 hours before courses start. We will send an attendance record upon completion of the course. Notification of changes in student numbers should be 48 hours before course dates.

Cancellation of courses are required to be a minimum of fourteen days before the course date.

Venue

Option A

In Palmerston North training will occur at HTP Training centre on Main Street

In Hawkes Bay the venue is HTP Training Rooms in Ellison Road.
We will provide suitable training venues in all other centres.

Option B

We will come to your school by arrangement to suit.

INTRODUCTORY WORKPLACE SKILLS

These units provide essential introductory workplace skills. Students will add to their skills toolkit to enable them to face the workplace with a degree of confidence and awareness. These are essential units for all Gateway and STAR students engaging in work experience or training in a work place.

Course 1 - Understand and apply safe work practices in any workplace

One Full Day NZQA Units 497 and 17593

Unit 497

Demonstrate knowledge of workplace health and safety requirements



Level
1

Credits
3

Purpose: People credited with this unit standard are able to: identify and describe legislative rights and responsibilities for workplace health and safety; describe the systems approach to workplace health and safety; and explain how hazards are defined in the HSE Act.

Unit 17593

Apply safe work practices in the workplace

Level
2

Credits
4

Purpose: People credited with this unit standard are able to identify the principles of workplace safety in a given workplace and demonstrate safe work practices in a specific workplace

Course 2 - Work in a Diverse Environment

One Full Day NZQA Unit 377

Unit 377

Demonstrate knowledge of diversity in the workplace



Level
2

Credits
2

Purpose: People credited with this unit standard are able to: describe behaviours of diverse groups in relation to their effect on workplace relationships; and describe, develop, implement and evaluate a strategy to accommodate diversity.

This is an excellent course for all students about to enter the workforce for both STAR and Gateway. It examines communication issues and the diversity of people and relationships they will encounter in the workplace. This course assists in greater understanding of the types of communication challenges they will encounter.

Course 3 - Identify Basic Employment Rights and Responsibilities

So often young people entering a workplace are not aware of their rights and responsibilities, which can contribute to a negative first experience in a workplace. This is a pragmatic approach to these issues.

One Full Day NZQA Units 1978 and 1979

Unit 1978

Identify and describe basic employment rights and responsibilities, and sources of information and assistance

Level

1

Credits

3

Purpose: People credited with this unit standard are able to: identify and describe basic employment rights and responsibilities; and identify sources of information and assistance for employees in relation to their employment rights and responsibilities.

Unit 1979

Describe an employment relationship, and the application of employment law to that relationship

Level

2

Credits

3

Purpose: People credited with this unit standard are able to: describe the key features of an employment relationship; describe the key features of employment agreements; and describe the application of employment law to an employment relationship.

People credited with this unit standard are not required to have prior or current experience of employment.

Course 4 - Interview Skills

This course provides an excellent environment to develop job interview skills. This involves role playing and simulated job interviews. Students will also learn presentation skills and how to dress for success on a budget.

One Full Day NZQA Unit 1294

Be interviewed in a formal interview

Level

2

Credits

2

Purpose: People credited with this unit standard are able to plan, prepare for, and be interviewed in a formal interview. They will understand the types of questions asked in an interview and taught how to respond. Topics also covered include body language, dress standards and communication skills.

ENVIRONMENTAL COURSES

Course 1 - Green Futures

Six full days — one day per week or by arrangement to suit the school
NZQA Units 22609, 22675, 18663, 6309 and 497

Unit 22609

Identify and sort resources for recycling

Level

1

Credits

2

Unit 22675

Describe zero waste

Level

2

Credits

2

Unit 18663

Demonstrate knowledge of sustainable environmental practices in the workplace

Level

2

Credits

4

Unit 6309

Evaluate practices for managing a resource to ensure environmental sustainability

Level

1

Credits

3

Unit 497

Protect health and safety in the workplace

Level

2

Credits

4



Purpose: This course will give students with an interest in Sustainability, Resource Recovery and Environmental Science an opportunity to sample the skills needed to enter this rapidly expanding field. The course will include hands on practice, site visits, expert presentation, interactive group exercises and a focus on “real-world” problem solving and application. This programme is intended for school students with a base line awareness of sustainable industry practices relevant to all sectors of the economy. It provides a pathway into the Resource Recovery and Recycling Industries.

Course 2 - Environmental Sustainability

One Full Day NZQA Unit 6309

Evaluate Practices for managing a resource to ensure environmental sustainability

Level

2

Credits

4

This fun one day course teaches people about our environment and how we can change our current practices and become more sustainable.

Purpose: This course focuses on healthy waterways and how chemicals and various products are polluting our environment. Students are shown how they can reduce chemicals in their daily lives by making our own household cleaning, skin care and gardening products and how to shop wisely and reduce packaging.

BICYCLE SALES AND SERVICE

These four units are delivered together over five weeks, they are designed for students to work at their own level and according to their expertise.

NZQA unit 20182 Use equipment in a bicycle workshop

People credited with this unit standard are able to select, use, and maintain tools and equipment for assembling and repairing bicycles.

Level
1

Credits
3

NZQA unit 20183 Assemble bicycles

People credited with this unit standard are able to assemble new bicycles and test assembled bicycles

Level
2

Credits
6

NZQA unit 20184 Adjust bicycles and fit accessories

People credited with this unit standard are able to adjust bicycles for size and use of riders, and fit bicycle accessories.

Level
2

Credits
3

NZQA unit 20186 Demonstrate knowledge for bicycle repairs

People credited with this unit standard are able to describe the components of a multi-speed suspension bicycle; and identify legislation and safety standards relating to bicycle assembly, repair and sales.

Level
2

Credits
6

An optional sixth day is available: Build your own new bike.



RETAIL COURSES

Customer Service

Customer service skills are essential for most students in a workplace. From basic politeness to the development of advanced communication skills customer service is a foundational requirement. Our customer service courses are full of role plays and focus on the responsibility of effective personal communication.

Course 1 - Basic Customer Service - Let's see you smile!

Two Full Days NZQA Units 56, 57 and 62

Unit 56

Attend to customer enquiries face-to-face and on the telephone

Level

1

Credits

2

Unit 57

Provide customer service

Level

2

Credits

2

Unit 62

Maintain personal presentation and a positive attitude in a workplace involving customer contact

Level

2

Credits

3

Purpose: This two day course is ideal for both STAR and Gateway students. This intensive course combines role plays and group discussion to introduce students to important communication techniques for working with the public in a customer service role. This course is fantastic for confidence raising and covers issues such as personal grooming and successful positive communication.



Advanced Customer Service - Let's get a job!

Many of our students work in part time roles or aspire to a career in a customer service or retail role. These one and two day courses are intensive and can be taken as either a sole one day course or a combination of different units. These courses are ideal as pathways to employment and/or further training.

Course 1 - Be a great listener

One Full Day NZQA Unit 11097

Level
3

Credits
3

Listen to gain information in an interactive situation

Purpose: People credited with this unit standard are able to select listening techniques, listen to gain information, and respond to information received. This unit standard is for people who use listening in an interpersonal communication context.

Course 2 - Selling Skills

One Full Day NZQA Unit 11942

Level
2

Credits
3

Demonstrate Customers Buying Motives

Purpose: There many reasons why people go shopping and being able to understand why a customer is in your retail store is important. Students will learn how to observe customers, identify their shopping motives and understand why this important in the sales process.

Course 3 - Create displays and present goods for sale

One Full Day NZQA Units 11949 and 11951

Unit 11949

Create displays using supplied materials

Level
2

Credits
2

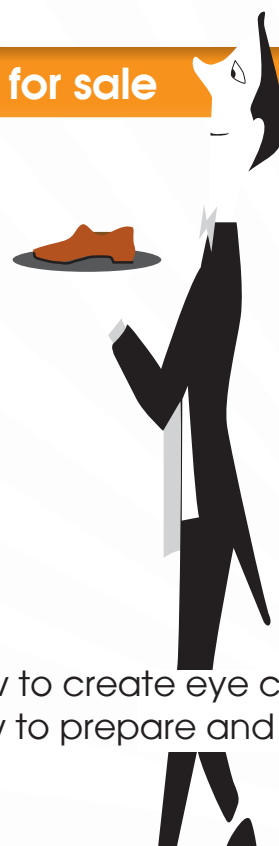
Unit 11951

Present goods for Sale Level

Level
2

Credits
2

Purpose: This is a practical fun course which teaches how to create eye catching displays and where to display various items. It will also teach how to prepare and present these goods for sale.



Course 4 - Making sales transactions

Two Full Days NZQA Unit 11831

Apply skills and qualities of a salesperson in a retail or distribution environment

Level
3

Credits
6

Purpose: Good salespeople are in high demand. People credited with this unit standard are able to: describe skills and qualities of a salesperson; and apply skills and qualities of a salesperson in a sales transaction.

Course 5 - Apply product knowledge in a retail environment

One Full Day NZQA Unit 11818

Demonstrate and apply product and/or service knowledge

Level
3

Credits
2

Purpose: People credited with this unit standard are able to demonstrate knowledge of product and/or service, and apply product and/or service knowledge in own work practices.

Course 6 - Rules and Regulations of retail

One Full Day NZQA Unit 11968

Maintain and integrate knowledge of Legislation

Level
2

Credits
4

Purpose: All people working in a retail environment need to understand the acts that relate to selling. This is a fun course where students will learn about the Consumer Guarantees', Fair Trading, Privacy and Sale Goods Acts, and how to apply these in a workplace.



FIRST LINE MANAGEMENT

We have introduced these courses in response to demand from schools for business and communication skills. These units serve to develop and increase core communication methods/skills for the workplace. The topics are placed in a workplace context. Content includes elements of role playing, leadership, conflict resolution, working in groups, alone and public speaking. These course are highly interactive with students taking the lead in developing their skills and realising their goals.

Course 1 - Listening at work

One Full Day NZQA Unit 11097

Level
3

Credits
3

Listen to gain information in an interactive situation

Purpose: People credited with this unit standard are able to select listening techniques, listen to gain information, and respond to information received.

This develops communication skills for any workplace. We role play listening and communication techniques throughout.

Course 2 - Give instructions at work

One Full Day NZQA Unit 1312

Level
3

Credits
3

Give oral instruction in the workplace

Purpose: Students are able to provide concise instruction in the workplace. This is an invaluable tool for those placed into a supervisory role or show management/leadership potential. This course comprises more role playing and further development of communication techniques.

Course 3 - Be a positive team member at work

One Full Day NZQA Unit 9681

Level
3

Credits
3

Contribute in a group/team which has an objective

Purpose: This unit standard builds on the two previous units and involves the examination of personality types and their effect on a group trying to achieve an objective.

Course 4 What is your customer really saying?

One Full Day Unit 9694

Level
3

Credits
5

Demonstrate and apply knowledge of communication theory

Purpose: This is a fantastic one day course examining communication in a customer service environment. Candidates look at how to respond effectively in the work place to variable factors that may influence communication.

HOSPITALITY TRAINING

It can be difficult for students to make informed decisions about working in the hospitality industry. It can also be difficult and expensive to obtain relevant training in these fields. Our hospitality courses provide essential skills to give students either a taste of what to expect or to begin the journey to a career in hospitality. These courses can be taken in combination or separately.



Course 1 - Basic Food Safety

One Full Day NZQA Unit 167

Basic Food Safety

Level

2

Credits

4

Purpose: This unit standard is for all students working or preparing to work in a food business, and includes a basic understanding of practices that result in safe food. This unit includes both theory and practical sections.



Course 2 - Advanced Food Safety

One Full Day NZQA Unit 168

Advanced Food Safety

Level
3

Credits
4

Purpose: Demonstrate knowledge of food contamination hazards and control used in a food business. This course builds on 167 and gives students in depth knowledge of safe food handling practices.

Course 3 - Give Great Service to Hospitality Customers

Two Full Days NZQA Units 14462, 14464 and 14469

Unit 14462

Maintain personal presentation and greet customers in the hospitality industry

Level
2

Credits
2

Unit 14464

Deal with customer complaints in the hospitality industry

Level
3

Credits
4

Unit 14469

Provide customers with information about an establishment in the hospitality industry

Level
2

Credits
2

Purpose: This exemplary course explores what it means to give great service both from an employee's and customer's perspective in the hospitality industry. The course provides essential skills and techniques to overcome barriers in delivering great customer service. Students will learn how to deal with customer complaints, and how to turn a complainant into a loyal customer for the business.

Course 4 - Barista Training

Two Full Days NZQA Units 17284 and 17285

Unit 17284

Demonstrate knowledge of coffee origin and production

Level
3

Credits
3

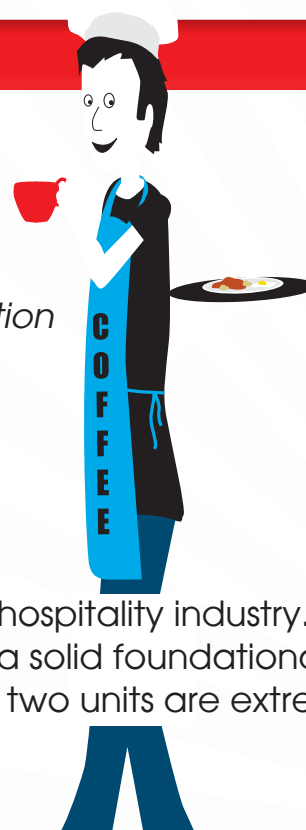
Unit 17285

Demonstrate knowledge of commercial espresso coffee equipment and prepare espresso beverages under supervision

Level
2

Credits
3

Purpose: This is an essential skill to learn for work in the hospitality industry. Students with these units can approach the hospitality industry with a solid foundational knowledge and confidence of how to make espresso coffee. The two units are extremely popular with students.



Course 5 - Safe server in a licenced premise

One Full Day NZQA Unit 4645

Level
3

Credits
4

Demonstrate knowledge of maintaining a responsible drinking environment as a server in a licensed commercial environment

Purpose: People credited with this unit standard are, in a licensed commercial environment, able to demonstrate knowledge of: alcohol and intoxication; the server's responsibilities; and preserving a responsible drinking environment as a server.

Course 6 - License Controller Qualification

Two Full Days NZQA Units 16705 and 4646

Unit 16705

Level
4

Credits
3

Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises

Unit 4646

Level
2

Credits
2

Demonstrate knowledge of the Sale of Liquor Act 1989 and its implications for licensed premises

Purpose: This comprises the two unit standards in Host Responsibility and the Sale of Liquor Act. This will enable students who gain these unit standards to apply for a General Managers Certificate to manage a licensed premise once they have gained sufficient experience. This is very helpful for students entering the hospitality sector it also provides very good training in promoting safe attitudes and behaviours around alcohol.

Course 7 - Serve Great Drinks!

One Full Day NZQA Units 14425 and 21057

Unit 14425

Level
2

Credits
2

Prepare and serve hot and cold non-alcoholic drinks in a commercial hospitality environment

Unit 21057

Level
1

Credits
2

Prepare, construct, and garnish mocktails for the hospitality Industry.

Purpose: People credited with these unit standard are, able to prepare for service of, and serve, hot and cold non-alcoholic drinks and mocktails in a commercial hospitality environment.



PERSONAL MANAGEMENT

Course 1 - Communicate Non-Violently

One Full Day NZQA Units 7123 and 7124

Unit 7123

Apply a problem solving method to a problem

Level

2

Credits

2

Unit 7124

Demonstrate knowledge of one-to-one negotiation

Level

2

Credits

2

Purpose: This fun course helps transform judgment and criticism into understanding and connection. It will show its participants how to break patterns of thinking that lead to arguments anger and depression. It teaches the skills on how to resolve conflicts peacefully reduce stress and develop relationships based upon mutual respect, compassion and cooperation. This is a practical course using group participation.

Course 2 - Sexual Health Issues

One Full Day NZQA Unit 525

Unit 525

Recognise sexual harassment and describe ways of responding to it

Level

2

Credits

2

Purpose: This course looks at the problem and discusses what we need to do as individuals to put processes in place that keep ourselves safe in various situations. This unit standard teaches Aids Awareness and our societies growing problem of sexually transmitted diseases. It discusses the problems we have in our own city as well as the world wide problem. It is important that all young people understand the health issues and problems associated with sexuality transmitted diseases.



Course 3 - Drug & Alcohol Awareness & Management

Plan to manage personal use of alcohol and other drugs.

One Full Day NZQA Unit 548

Level
1

Credits
2

Demonstrate knowledge of management of alcohol and other drugs

Purpose: People credited with this unit standard are able to: demonstrate knowledge of alcohol and other drugs; and describe strategies for the safer use of alcohol and drugs.



This is an awareness raising course that provides tangible skills and evidence based knowledge on how to manage personal consumption. It explores consequences and side effects of exposure to excessive drinking and drug use on a personal level. Participants are made aware of how alcohol and drugs can influence their lives on a short, medium and long term basis. This unit is particularly relevant in the current social climate.

This course does not promote the use of alcohol and other drugs. Any issues of privacy and confidentiality are respected.

Ideally every student in secondary school should have the opportunity to do this course and enhance their knowledge to minimise self harm and reduce the pathway to addiction and other serious consequences of early use of alcohol, and drugs.

Course 4 - Safe choices

One Full Day NZQA Unit 14260

Level
1

Credits
3

Demonstrate knowledge & skills to make safe choices in situations involving alcohol

Purpose: People credited with this unit standard are able to: describe the effects of alcohol on the body; investigate the use of alcohol in New Zealand society; use a decision making model to make safe choices in situations involving alcohol; and explain laws, policies and procedures that relate to alcohol.

One full day NZQA Unit 542

Level
1

Credits
2

Describe discrimination under the Human Rights Act 1993 and describe ways of responding to it

Purpose: People credited with this unit standard are able to, in relation to the Human Rights Act 1993: demonstrate knowledge of aspects of legislation which involve human rights; describe discrimination under the HRA and its effects; and describe ways of responding to discrimination under the HRA.



***HTP - Industry Training Solutions
deliver quality training, ensuring excellence
and consistency, driven by passion
- you will find training with us surprisingly refreshing!
Choose to train with us and you will not be disappointed***

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