



**New Zealand Certificate in  
Retail Level 2  
Information Booklet  
2016**

**Creating Successful Futures**

**Whakahangaiaai he rangiámua,  
he rangimomoho**



## Mission Statement

### Inspiring

Growth and learning

### Maximising

Self esteem

### Caring for

Each other



## Course Aim

The aim of this programme is to provide graduates with retail and customer service knowledge and skills, enabling them to provide quality customer service.

Graduates will gain a qualification that supports their chosen future vocational, educational and career pathways. The programme aims to meet learner, industry and wider community needs by producing graduates who can provide customer service and sales support to a standard that gives customers confidence in the service they receive.

Industry requirements will be foremost in all aspects of the learning, with close links being maintained with local businesses in both the delivery of the course and students work experience.

Our family vision is to have a creative, fun and professional learning environment to share our knowledge and support and encourage students to reach their potential within their chosen industry.



## Pathway

### Employment Pathway

The employment pathway for this programme is: people in training as junior sales, service or retail assistants in a wide variety of retail and sales workplaces.

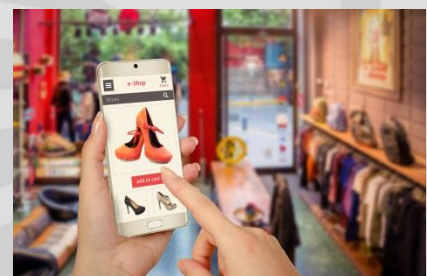
### Education Pathway

This qualification can lead onto the New Zealand Certificate in Retail (Level 3) [Ref: 2235] or the New Zealand Certificate in Sales (Level 3) [Ref: 2237]. It may also lead to Hair to Train's Level 3 or Level 4 Certificates in Hairdressing as well as other qualifications in the Service Sector.

## Our Courses

### New Zealand Certificate in Retail Level 2

Next Intake:	Starts:	15 <sup>th</sup> March 2016
	Finishes:	15 <sup>th</sup> July 2016
August Intake:	Starts:	17 <sup>th</sup> August 2016
	Finishes:	9 <sup>th</sup> December 2016



# Entry Requirements

Applicants who have not been previously enrolled with us are required to complete our pre-enrolment form, which includes two referees and may be required to complete a numeracy and literacy assessment. They must also attend our pre-enrolment day held before the start of the course.

To be admitted to this qualification all applicants must meet the following requirements:

Meet Retail Bloom's English language entry requirements

## English Language Admission Requirements

Applicants must have English language competence to undertake this programme, which is taught and assessed in English. Any applicant whose first language is not English may be required to provide evidence of an overall IELTS (Academic) band score of 5.0 (with no score below 5.5) or equivalent

Be at least 16 years of age on the date of the programme's commencement

Be able to demonstrate they have the attitudes and ability to work and study at the level required for the programme (including a positive attitude and a strong interest in retail, fashion and/or hairdressing)

Be physically capable of completing the practical aspects of the programme (Individual needs will be assessed by the General Manager and compared with the demands of the programme)

Participate in an interview process during which the above attributes will be assessed

Meet the additional admission requirements under one of the following provisions:

## General Admission

Applicants must have:

Completed a minimum of 3 years of secondary schooling

## Special Admission

Applicants must have:

Attained the age of 20 years on or before the first day of their programme's commencement; and

Be able to demonstrate sufficient evidence of aptitude or appropriate work or life experience that would indicate a successful outcome in the qualification

## Discretionary Admission

In exceptional cases an applicant who does not meet the general admission requirements and who has not reached the age of 20 on or before the first day of programme commencement may apply for discretionary admission

In assessing whether to grant discretionary admission in exceptional cases, the primary focus will be on the applicant's level of preparedness for study at the required level

# Graduate Profile

Graduates of this qualification will be able to:

Apply basic health and safety requirements in a service, sales and retail sector workplace;

Apply basic communication, teamwork, problem solving and self-management skills to service, sales and retail sector work; and,

Apply basic customer service and sales support skills associated with an entry-level role, to service, sales and retail sector work.



# Youth Guarantee

Hair to Train and Retail Bloom deliver the New Zealand Certificate in Hairdressing (Salon Support) Level 3 122 NZQA credits and the New Zealand Certificate in Retail Level 2 40 credits under the Government's initiative "Youth Guarantee Programme." Each year Hair to Train awards 40 scholarships (no fees) for these courses.

## Course Requirements

- Students must be 16, 17, 18 or 19 years old
- Wanting to leave school to get their retail career underway
- Living at home with supportive parents, if under 18 years old
- Committed to completing the course

## Retail Certificate Level 2 : 60 NZQA Credits Includes Customer Service and Sales Support Level 2

Unit #	Unit Standard	Credit	Level	Version
11971	Use safe work practices in a retail or distribution environment	3	2	5
25046	Describe hazards identification and control, and apply risk assessment Procedures under supervision in the workplace	2	2	2
62	Maintain personal presentation and a positive attitude in a workplace involving customer contact	3	2	7
1277	Communicate information in a specified workplace	3	2	5
406	Maintain and take care of stock	4	2	4
19583	Demonstrate knowledge of products in a retail or distribution environment	4	2	5
11974	Participate in a team in a retail or distribution environment	4	2	5
11941	Establish and maintain positive customer service interactions in a retail or distribution environment	2	2	5
403	Receive customer payments	3	2	3
11938	Assist customers to select goods and/or services face to face	3	2	3
11942	Demonstrate knowledge of customer shopping and buying motives	3	2	5
11958	Demonstrate knowledge of stock management procedures and systems in a retail or distribution environment	4	2	3
12003	Demonstrate knowledge of buying and selling processes in a retail or distribution environment	4	2	5



## Fees and Finance

### No Course Fees Youth Guarantee 2016

#### Student Allowances - 18 years and older

Student Allowances are available to help eligible students with living expenses. To qualify you must be a New Zealand Citizen, or permanent resident of New Zealand for at least 24 months. All allowances are subject to a personal limit on income earned during the period of the programme. To continue to receive assistance you must pass more than half of the programme. Please note that Student Loans and Student Allowances are not payable over the Christmas holiday break unless the break is less than 3 weeks. Please check with Studylink to see if you are eligible for Unemployment Benefit Student Hardship assistance during this time.

## Withdrawal and Refund Policy

Any student, who wishes to withdraw from their course, must notify the General Manager in writing prior to the end of the seventh day after the first day of training. Retail Bloom will notify the Public Trust, that the student has met the requirements of the withdrawal and refund policy. The Trustee will pay the balance of the Student Fee Trust Account to the relevant loan provider or to the student. Students who wish to withdraw from the course of study after this time are liable for all tuition fees.

## Student Regulations Attendance

Students must have a minimum of **90%** recorded, actual attendance to Graduate with Honours Certificate from Retail Bloom (based on attitude and attendance). This is monitored weekly. **Those who fall under this mark may face disciplinary action as course requirements have not been met.**

You are expected to be punctual and to abide by the times for your learning unless prior arrangements have been made with your tutor. This is a full time course. To enable you to achieve unit standards and your certificate you must attend full time.

#### Student ID Card

Your ID card officially identifies you as a Retail Bloom student and is issued to you at the commencement of the course. Replacement cards will incur a \$10 charge.

All tea, coffee, milk and sugar are provided for the students for their break times. Lockers are provided for each student. A locker key will be provided for a \$10.00 deposit and given to each student at the beginning of their course. Lockers are to be left as found, clean and empty. **Please note you must keep all your possessions locked away, the academy is not responsible for any loss.**

#### Smokefree

We are committed to a Smokefree New Zealand. As a result, smoking is not permitted on campus.



## Programme Philosophy

The programme philosophy is based on a set of core values that include: creating successful futures, inspiring growth and learning, maximising self-esteem and caring for one another.

Providing excellent customer service where the retail assistant presents the best they have to offer is also part of the programme philosophy.

To develop this capacity in students, the programme aims to develop the student as a whole person (rather than just their retail knowledge and skill). This programme philosophy aligns with the graduate profile where the graduate's ability to communicate, work in a team and self-manage are key outcomes. Developing the whole student, building their confidence, personal esteem and care of others all contribute to meeting the graduate outcomes for this programme.

Another key aspect of the programme's philosophy is its practical, 'hands on' and 'real world' nature. Retail Bloom believes the programme needs to engage students and provide them with real world contexts in which they can apply and experience. This 'hands on' philosophy is seen as key to achieving programme aims, graduate outcomes and ensuring good student retention and success. This 'hands on' and 'real world' flavour will be enhanced by carefully matched work placements and the opportunity to work in Retail Bloom's own retail shop.

## To Enrol

Contact: **Liz Litten**  
**Student Administrator**  
**Retail Bloom**  
**Phone: 07 578 5747ext 4**  
**Email: [liz@hairtotrain.co.nz](mailto:liz@hairtotrain.co.nz)**





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**Tauranga Hair Design Academy Ltd - trading as Retail Bloom received Highly Confident in Educational Performance and Highly Confident in Self Assessment with NZQA External Evaluation Review this puts us in Category 1 for all tertiary providers in New Zealand**