



ServiceIQ New Zealand Apprenticeship in Catering Services

\$1000 Re-Boot available

Service IQ
SMARTER PEOPLE FOR
SMARTER BUSINESSES

“ Earn while you learn ”



NEW ZEALAND APPRENTICESHIP IN CATERING SERVICES

The Catering Services industry is a behind-the-scenes hero.

Knowing how to prepare tasty healthy food, understanding food safety and costing, and working with a diverse team are all valuable workplace skills. Catering services can be the basis for a rewarding career.

By learning your trade as an apprentice you combine real workplace practical experience with training in the basic skills, and learning the underpinning knowledge essential to becoming qualified.

By completing the New Zealand Apprenticeship in Catering Services you will gain both the:

- ▶ New Zealand Certificate in Catering Services – Level 3
- ▶ New Zealand Certificate in Catering Services – Level 4.

How does the programme work?

The programme centres around training on the job, plus five three-day workshops held off-job. Your site manager gives you on-job training and measures how well you are learning the skills you need. This allows you to learn and develop your skills by applying those new skills continually in the workplace, advancing your ability to a high degree. The off-job component combines the theory with an opportunity to learn new ways of doing things, and for you to meet other catering apprentices.

Learning is also supported by an apprenticeship training plan, which will outline the skills you need to learn, and when you need to learn them by.

Both you and your site manager are supported by an Apprentice Coordinator who monitors your training and progress, and carries out practical assessments in your workplace.

Apprenticeship Re-Boot

As an incentive to boost apprenticeship uptake, an Apprenticeship Re-Boot of \$1000 is available for all apprentices as well as their employers. This Re-Boot is available for 90 days from beginning your programme, and is to be used on apprentice costs and off-job training. For more information and to discuss your eligibility, please talk to your Apprentice Coordinator.

What support do I get?

Your Apprentice Coordinator signs you on as an apprentice and mentors your progress through the programme. The Coordinator visits you on a quarterly basis and discusses your progress with you and your employer throughout your apprenticeship and carries out assessments at each stage. Much of the knowledge can be self-taught, using the supplied resources, computer-based learning and five workshops.

CATERING SERVICES APPRENTICESHIP PROGRAMME – MODULES

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Module 1 – Introduction

- ▶ Practise food safety methods in a food business
- ▶ Apply health, safety and security practices to hospitality operations
- ▶ Communicate with staff, managers and customers in a hospitality establishment
- ▶ Apply standard operating procedures and the code of conduct to work roles in a hospitality establishment.

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Module 2 – Menus and Nutrition

- ▶ Demonstrate knowledge of basic nutrition in commercial catering
- ▶ Apply menu requirements to catering services production
- ▶ Develop menus to meet special dietary and cultural needs for a catering services operation.

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Module 3 – Cookery

- ▶ Cook food items for a food services operation
- ▶ Apply food safety practices in a food related business
- ▶ Demonstrate knowledge of menu adaptation and resource requirements for preparing food for catering services
- ▶ Demonstrate knowledge of food contamination hazards, and control methods used in a food business.

4

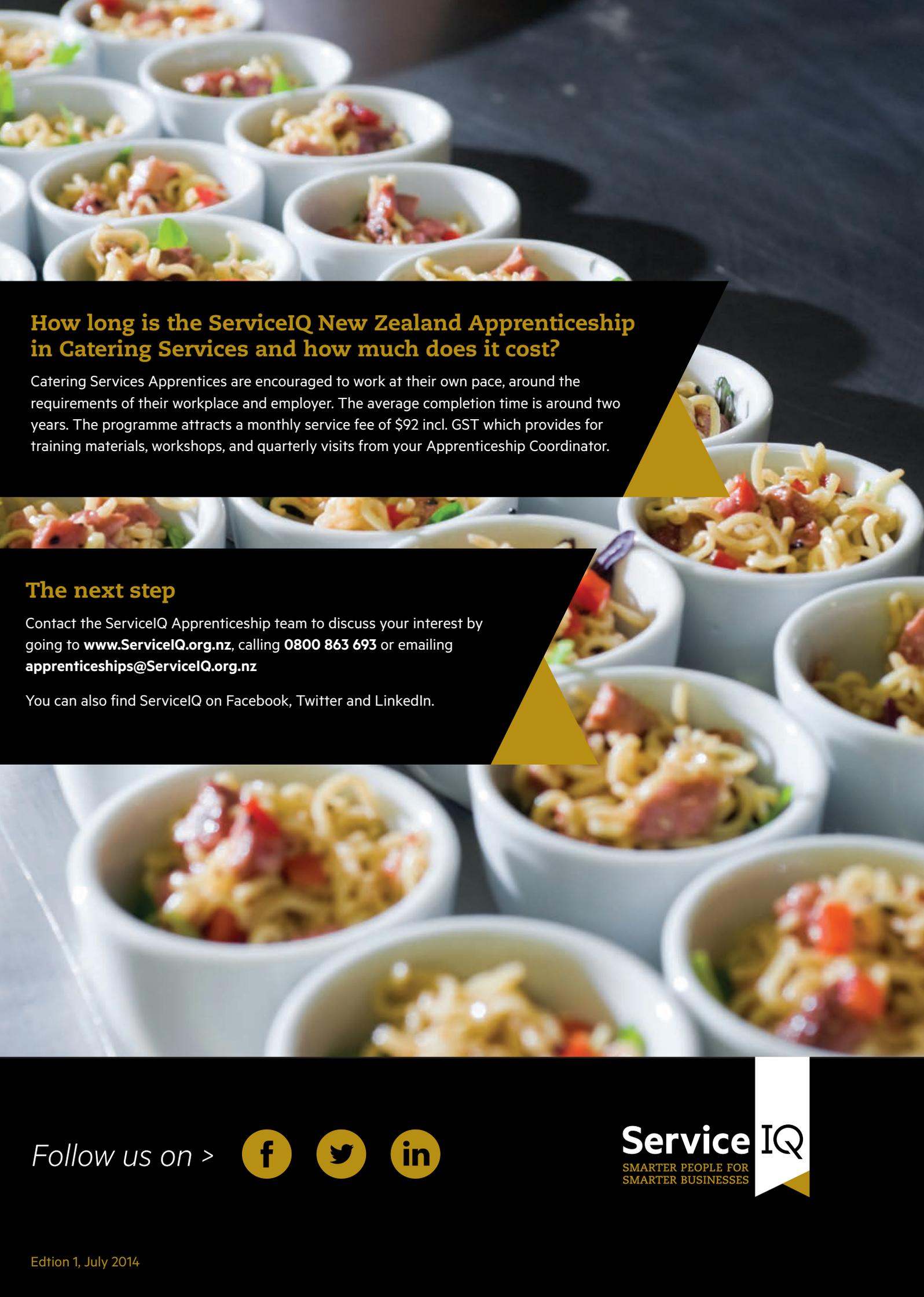
Module 4 – Supervision

- ▶ Monitor and maintain staff performance and interactions with customers to meet service delivery outcomes
- ▶ Interview in a formal situation
- ▶ Supervise staff under a food safety programme
- ▶ Monitor and maintain health, safety and security practices for hospitality operations
- ▶ Monitor and maintain the application of standard operating procedures to work roles in a hospitality establishment.

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Module 5 – Catering Operations

- ▶ Prepare, cook and serve food for catering services production
- ▶ Apply catering control principles and storage requirements to catering services production
- ▶ Monitor and maintain catering revenues and costs for a catering services operation.



How long is the ServiceIQ New Zealand Apprenticeship in Catering Services and how much does it cost?

Catering Services Apprentices are encouraged to work at their own pace, around the requirements of their workplace and employer. The average completion time is around two years. The programme attracts a monthly service fee of \$92 incl. GST which provides for training materials, workshops, and quarterly visits from your Apprenticeship Coordinator.

The next step

Contact the ServiceIQ Apprenticeship team to discuss your interest by going to www.ServiceIQ.org.nz, calling 0800 863 693 or emailing apprenticeships@ServiceIQ.org.nz

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