



Customer Service and Retail Operations

Customer Service is about constantly and consistently meeting the needs of your customers.

Whether it's buying a cup of coffee or item of clothing, upgrading technology or even a house, excellent customer service is vital to the success of any business.

WelTec offers a range of programmes designed to give students the practical learning and experience needed to graduate work-ready with the skills employers want, or go on to further study.

Choose the programme that's right for your students

Our courses offer learning packages that have clear entry and exit points and can be facilitated as part of STAR courses and/or Gateway placements.

Limited credit courses (Courses of up to 32 credits)

The flexibility and scope of the courses supports the New Zealand Curriculum by:

- Assisting students to focus on their futures through alignment to the workplace and enterprise
- Engaging with the students' wider lives (part-time jobs) and the community (work placements)
- Opening pathways for future learning

The selection of unit standards within the individual courses continues to support literacy and numeracy initiatives with the inclusion of business letter writing, retail and business calculations, and cash handling skills.

With the practical and research aspects of these courses, students are able to readily transfer their learning to the workplace and are able to develop key competencies through:

- Relating to others through interacting and sharing ideas surrounding best practice
- Managing their own time-frames through setting personal goals regarding transition to the workplace
- Independent thinking surrounding best possible solutions to different situations

These limited credit courses offer a strong, co-ordinated suite of learning packages that students can comfortably progress from Y12 and Y13 through to the workplace. They provide students with:

- A learning pathway outside of core curriculum subjects
- An opportunity to gain a wide variety of unit standards relevant to potential career paths
- An opportunity to link individual learning to the workplace
- Courses flexible enough to meet individual timetable requirements.

Customer Service and Retail Operations

FLEXIBLE | DISTANCE LEARNING | LEVEL 2

These courses give students the opportunity to learn about introductory front-line customer service and retail operations

CUSTOMER SERVICE (LEVEL 2)

27 Credits

Gain skills for working with customers in a face-to-face situation. Students will:

- Build skills in selling to different types of customers
- Learn how to research product information
- Gain experience working effectively in a team
- Get insight into maintaining workplace presentation
- Develop the techniques needed to minimise theft and fraud

Unit	Description	Level	Credits
Course 1 - Customer Service Skills - 13 credits			
62	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
9677	Communicate in a team or group which has an objective	2	3
11938	Assist customers to select goods and/or services	2	5
11941	Establish and maintain positive customer service interactions in a retail environment	2	2

Unit	Description	Level	Credits
Course 2 - Products and Services - 14 credits			
17593	Apply safe work practices in the workplace	2	4
24997	Demonstrate knowledge of theft and fraud in a retail or distribution environment	2	5
28301	Demonstrate knowledge of products and product information in a retail environment	2	5

RETAIL OPERATIONS (LEVEL 2)

13 Credits

Building on the Customer Service Skills Level 2 programme, this course provides an opportunity for students to develop their operational skills. Students will:

- Learn how to maintain and take care of stock
- Develop an understanding of the applications of goods and services legislation
- Build their skills in handling cash
- Gain knowledge of latest workplace safety practice

Unit	Description	Level	Credits
405	Demonstrate knowledge of consumerism	2	3
11978	Maintain housekeeping in a retail environment	2	3
11968	Demonstrate and apply knowledge of legislation applicable to sale of goods and services	2	4
28298	Demonstrate cash handling skills in a retail environment	2	3

Customer Service and Retail Operations

FLEXIBLE | DISTANCE LEARNING | LEVEL 3

These courses will suit students who are working in customer service environments where they require a range of skills to deal with a variety of customer and business interactions.

CUSTOMER SERVICE (LEVEL 3)

27 Credits

Develop more advanced skills for working in customer service. Students will:

- Learn successful ways of interacting with customers from a variety of backgrounds
- Gain skills in handling complaints
- Understand how to research products and organisations
- Build the techniques needed to create displays
- Know how to prepare cash for banking presentation
- Understand practices to reduce staff theft and fraud

Unit	Description	Level	Credits
Course 1 - Customer Service Skills - 16 credits			
11831	Apply skills and qualities of a salesperson in a retail or distribution environment	3	6
27229	Respond to customer complaints in a retail or distribution environment during customer interactions	3	4
11817	Serve customers face to face in a wide range of contexts	3	4
11818	Demonstrate and apply product and/or service knowledge	3	2
Course 2 - Products and Services - 11 credits			
422	Create in-store displays in a retail environment	3	3
22013	Create and maintain materials for presentation of products	3	4
24999	Explain practices to detect and reduce staff theft and fraud	3	4

RETAIL OPERATIONS (LEVEL 3)

32 Credits

This course builds on the Customer Service Skills Level 3 programme and provides an opportunity for students to further develop their operational skills. Students will:

- Learn how to communicate effectively with staff and customers
- Build skills in direct reporting
- Develop an understanding of applied workplace safety
- Learn how to produce workplace documents to meet marketing and display purposes
- Gain skills relating to using office information, copying and telecommunication systems

Unit	Description	Level	Credits
Course 1 - Communication Skills - 18 credits			
1312	Give oral instructions in the workplace	3	3
9705	Give feedback on performance in the workplace	3	3
9681	Contribute within a team or group that has an objective	3	3
11816	Respond to customer enquiries by writing in a range of contexts	3	4
27927	Apply health, safety and security practices to service delivery operations	3	5
Course 2 - Operations - 14 credits			
420	Create window displays in a retail or distribution environment	3	3
24996	Explain the legal definitions and consequences of theft and fraud in a retail or distribution environment	3	3
12003	Demonstrate knowledge of buying processes in a retail or distribution environment	3	3
123	Use office information, copying, and telecommunication systems	3	5

Programmes and details may change | Please check the relevant website or contact us for the latest information.

Get in touch

Contact: Liz Waterhouse
Telephone: (04) 830 5551

3 Wi Neera Drive,
DX Box SX33459, Porirua 5022

0800 944 847 | 0800 935 832
info@whitireia.ac.nz | info@weltec.ac.nz

studybusiness.ac.nz  