

GET A CAREER IN HOSPITALITY
OR RETAIL INDUSTRY

... AND A
**FAST-GROWING
FUTURE**



**FOCUS
FUTURES**

**PATHWAY
PROGRAMMES**

FREE FOR
ELIGIBLE NEW ZEALAND
CITIZENS OR PERMANENT
RESIDENTS.

CONDITIONS APPLY

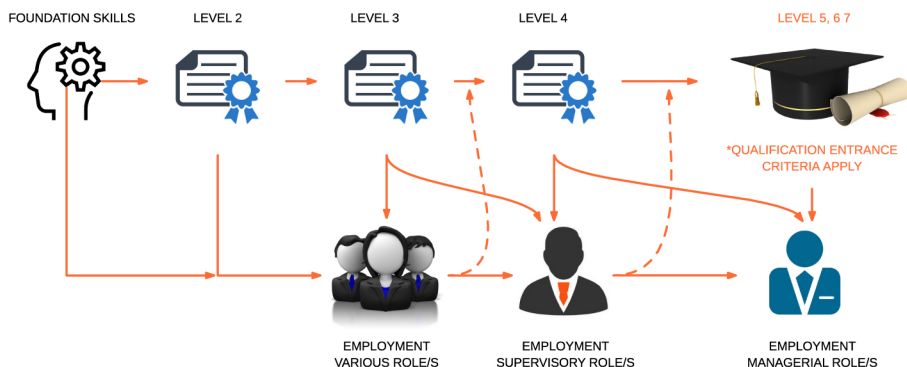
WHAT IS YOUR PASSION



WHY PURSUE A CAREER IN HOSPITALITY OR RETAIL INDUSTRY?

- Regardless of your role, you get to make people's day.
- It is a fast-growing future - the industries is the 21st century's fastest growing industries.
- Experience is important - but it's not difficult to get your foot in the door, and stepping up on a higher position is easy.
- It gives you room to grow - the industry allows you to develop yourself - professionally and as a person.
- It's just awesome! - it's fun - as in enjoyable, and you're connected to the world.
- The industry needs you, your talent, fresh ideas and creativity.

STUDY PATHWAYS



CERTIFICATE IN HOSPITALITY LEVEL 2

PROGRAMME AIM

To provide youth and mature taira with foundation level competencies and basic understanding of the service sector allowing them, under general supervision, to undertake entry level roles in the hospitality industry.

CREDITS

40 credits

AWARD QUALIFICATION

New Zealand Certificate in Hospitality (Level 2)
(40 credits)
NZQF REF: 2108

DURATION

Full-time study
12 weeks

INTAKE

Rolling intake. Class subjects to sufficient enrolments

GRADUATE OUTCOME

Graduate will be able to work in a variety of entry-level roles in the hospitality industry or progress to study towards a hospitality or customer service related qualification at level 3.

CONTENT

- Communication and Safety Procedures in Hospitality
- Customer Engagement Skills I Barista Skills I
- Compulsory 80 hours work experience

ELIGIBILITY

Prospective taira must:

- Be 16 years old and above (unless early leaving exemption (ELX) has been granted)
- New Zealand Citizen or Permanent Resident
- Meet learner eligibility conditions set by the Tertiary Education Commission (TEC)
- Undergo a pre-enrolment interview in order to determine suitability for the programme.



CERTIFICATE IN **RETAIL LEVEL 2**

PROGRAMME AIM

The programme is designed for youth and mature tairua looking to develop foundation level competencies and basic understanding of the service sector allowing them, under general supervision, to undertake entry level roles in the retail sector.

CREDITS

40 credits

AWARD QUALIFICATION

New Zealand Certificate in Retail (Customer Service and Sales Support) (Level 2) (40 credits)
NZQF REF: 2234

DURATION

Full-time study
12 weeks

INTAKE

Rolling intake. Class subjects to sufficient enrolments

GRADUATE OUTCOME

Graduates of this programme will be able to work in a variety of entry-level roles in the retail industry progress to study towards a retail or customer service related qualification at level 3.

CONTENT

- Retail Workplace H&S and Core Skills
- Retail Essential Skills I
Retail Essential Skills II
- Compulsory 80 hours work experience

ELIGIBILITY

Prospective tairua must:

- Be 16 years old and above (unless early leaving exemption (ELX) has been granted)
- New Zealand Citizen or Permanent Resident
- Meet Learner eligibility conditions set by the Tertiary Education Commission (TEC)
- Undergo a pre-enrolment interview in order to determine suitability to the programme.



CERTIFICATE IN SALES LEVEL 3

PROGRAMME AIM

This programme aims to provide various industry sectors with competent entry-level sales professionals who, with limited supervision, are able to add value to their organisation by undertaking a range of end-to-end sales activities and tasks.

CREDITS

70 credits

AWARD QUALIFICATION

New Zealand Certificate in Sales (Level 3)
(70 credits)
NZQF REF: 2237

DURATION

Full-time study
23 weeks

INTAKE

Rolling intake. Class subjects to sufficient enrolments

GRADUATE OUTCOME

This programme is intended for tairira seeking to be equipped with key salesmanship knowledge and capabilities required to pursue further education or employment in the sales sector.

CONTENT

- Communication Skills in Sales
- Building Business Relationships
- Developing Business Relationships Sales
- Process Fundamentals 1 Sales
- Process Fundamentals 2
- Negotiation Skills in Sales
- Compulsory 80 hours work experience

ELIGIBILITY

Prospective tairira must:

- Be 16 years old and above (unless early leaving exemption (ELX) has been granted)
- New Zealand Citizen or Permanent Resident
- Meet learner eligibility conditions set by the Tertiary Education Commission (TEC)
- Undergo a pre-enrolment interview in order to determine suitability to the programme.



CERTIFICATE IN RETAIL LEVEL 4

PROGRAMME AIM

To provide the retail sector with employees capable of undertaking supervisory level responsibilities and contribute towards enhancing the customer experience, business performance and workplace productivity.

CREDITS

60 credits

AWARD QUALIFICATION

New Zealand Certificate in Retail (Level 4) (60 credits)
NZQF REF: 2236

DURATION

Full-time study
20 weeks

INTAKE

Rolling intake. Class subjects to sufficient enrolments

GRADUATE OUTCOME

This programme focuses on developing specialist and technical retail and team leadership skills to enable the taura to work and meet the demands related to working in senior / team leader or customer service roles in the retail sector.

CONTENT

- Safety, Security and Standard Procedures in Retail
- Retail Team Supervision
- Retail Knowledge I
- Retail Knowledge II
- Compulsory 80 hours work experience

ELIGIBILITY

Prospective taura must:

- Be 16 years old and above (unless early leaving exemption (ELX) has been granted)
- A qualification at level 2 or relevant retail/-sales/customer service work experience is desirable
- New Zealand Citizen or Permanent Resident
- Meet Learner eligibility conditions set by the Tertiary Education Commission (TEC)
Undergo a pre-enrolment interview in order to determine suitability to the programme.
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ABOUT FOCUSFUTURES

FOCUSFUTURES (formerly Elite Management School and Making Futures Happen Institute) has been a New Zealand Qualifications Authority (NZQA) accredited tertiary education provider since 2003. We are funded by the Tertiary Education Commission (TEC), the Ministry of Social Development (MSD) and other government agencies for specialised education and employment programmes in Wellington, including the City, Lower Hutt, Porirua and Johnsonville.

OUR MISSION

We help people to have a better chance of success in life through our specialised education and employment programmes and proven personalised support.

OUR CORE VALUES

- Care - Manaakitanga
- Respect - Whakautu
- Open-Mindedness - Mākohakoha
- Commitment - Takohanga
- Resilience - Manawaroa

OUR VISION

Wellington is proud of us!

OUR BRAND STORY

Everyone has a chance for success in life. Sometimes, all it takes is a little extra help to make a difference.

We have a diverse and experienced team of passionate and approachable staff. We provide personalised support for everyone going through our specialised education and employment programmes.

Our participants have a sense of belonging and appreciate all the opportunities and connections we offer for employment and further education.

Learning with us is rewarding. Our results are proven by the successful employment and education outcomes and inspiring testimonials from our stakeholders.

We are proud to help our participants achieve great things.

We focus on futures.



MAKING FUTURES HAPPEN
ELITE MANAGEMENT
SCHOOL |



**FOCUS
FUTURES**



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APPLY NOW

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Wellington 6011

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7 Hartham Place South
Porirua 5022

LOWER HUTT SITE:

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217 High Street
Lower Hutt 5010

DISCLAIMER

Every effort has been made to ensure the information contained in this programme flyer is correct at the time of printing. However, changes may occur. Please check with us to confirm course details, start dates, and tuition fees. We reserve the right to cancel or postpone any courses due to insufficient numbers or circumstances beyond our control. In this instance, students will be provided with options to transfer to other classes.

STRONG ATTENDANCE IS REQUIRED AT FOCUSFUTURES.

- FOCUSFUTURES is an NZQA registered and accredited education provider. Our legal name is: Making Futures Happen International Institute.
<https://www.nzqa.govt.nz/providers/details.do?providerId=757549001>
- FOCUSFUTURES is our new branding in 2021, which presents what we do, how we do it and our core values.

