

2024



NZ Certificate in Food and Beverage Service (Café Services)

Level 3

The Café Services programme enables graduates to start a career in the hospitality industry with a customer/guest service focus. Gain cookery skills and learn to prepare café style food.

Location	Hawke's Bay*, Tairāwhiti and Hastings Learning Centre*
Start	March and August
Length	15 weeks full-time
Contact	Margaret Skews - Hawke's Bay Phone: 06 830 1421 Email: mskews@eit.ac.nz Karen Mangan - Tairāwhiti Phone: 06 869 3146 Email: kmangan@eit.ac.nz

* Hawke's Bay and Hastings intakes to be confirmed.
For NZ Citizens and Permanent Residents



TE AHO A MĀUI



Te Pūkenga

Create fine food and coffee with first class service

The Café Services programme enables you to pursue a professional career in cafés. In particular, the programme is designed to meet the needs of those who want to enter the hospitality industry with a customer/guest service focus, with café style food preparation and cookery skills.

Upon graduating you will be able to:

- Communicate effectively when serving customers and behave in a professional manner with colleagues, managers and customers.
- Follow standard operating procedures to deal with familiar problems in a hospitality establishment.
- This qualification allows graduates to specialise in café food and beverage service and café style food preparation and cookery.

Career and study opportunities

This qualification may lead on to:

- NZ Certificate in Food and Beverage Service (Restaurant Services) (Level 4)
- NZ Certificate in Cookery (Level 3)
- NZ Certificate in Cookery (Level 4)

Employment pathways could be:

- Cookery and service personnel in cafés, bars, clubs, or establishments which cater to functions
- Barista in hospitality establishments
- Crew member in a quick service restaurant

Partnerships

Our lecturers are highly trained professionals with particular areas of expertise in culinary arts and, food and beverage service. The staff maintains contact with other professionals through organisations such as HCIMA (Hotel and Catering Industry Management Association), RANZ (Restaurant Association of New Zealand), HANZ (Hospitality Association of New Zealand), Ringa Hora (Services) Workforce Development Council, NZCA (New Zealand Chefs Association) and, CFANZ (Cookery and Food Association of New Zealand).

We value our partnership with learners and aim to provide quality education in a supportive environment, encouraging personal growth and professional development.

Timetable

Your study time will be made up of contact time (class times, tutorials) and non-contact time (your own individual study time).

Contact time

On-campus classes are usually scheduled between 8.00am-4.00pm, Monday to Thursday.

Non-contact time

You should plan to spend one (1) hour per classroom hour on individual study.

Additional costs

- Black leather shoes, fully enclosed and flat
- Personal study stationery



NZ Certificate in Food and Beverage Service (Café Services)

Level 3, 40 credits



Hawke's Bay*, Tairāwhiti and Hastings Learning Centre*

* Hawke's Bay and Hastings intakes to be confirmed.



Full-time: 15 weeks



Fee: Visit fees.eit.ac.nz to see the fees for this programme

Entry requirements

A personal interview may be part of the application process.

Applicants must meet one of the following criteria:

- Have achieved NCEA Level 1, or provide evidence of achievement at an equivalent or higher level; or
- If over 20 and not able to satisfy the academic requirement above, be able to demonstrate interest in the industry and the potential to succeed.
- Have basic computer skills.

Entry process

Applicants with NCEA Level 1 or equivalent and evidence of or an attestation to basic computer skills are automatically accepted for an information session or interview. The information sessions or interviews are conducted to ensure that the applicant is aware of the requirements of the programme and the industry to which it leads.

An up-to-date CV or a personal declaration will be required of those over 20 without NCEA to demonstrate their potential to succeed prior to the information session.

Acceptance onto the programme will be on a first come, first served basis following attendance at the information sessions.

English language entry requirements

Applicants for whom English is not their first language must have an acceptable level of English language fluency prior to enrolment in the programme. This may be demonstrated in a variety of ways, including successful study of a programme in which English was the language of instruction, completion of a New Zealand Certificate in English Language (Level 3 with an Academic endorsement), approved scores on IELTS tests (Academic score of 5.0 with no band score lower than 5.0) or completion of accepted international equivalents.

Literacy and numeracy skills

A Literacy and Numeracy assessment is part of the preparation for all Level 1 to 3 programmes. This is a national requirement from the Tertiary Education Commission (TEC). This information gives your tutors information on what you already know to help them provide the support that you may need in your studies.



2024 Key dates

Intake one

Starts: Monday, 11 March
Ends: Thursday, 20 June

Intake two

Starts: Monday, 5 August
Ends: Friday, 15 November

Semester breaks

Intake one:
15-26 April
Intake two:
30 September-11 October

There are two assessments. The first assessment will take place within the first three weeks of the programme. The second will be a week or two before you finish the programme. This final assessment will show how you have improved with your Literacy and Numeracy skills.

There will always be a tutor to help you when doing the assessment. The most important thing to know about this assessment is that you CANNOT fail. You will merely get information on your Literacy and Numeracy skills. The result will NOT have an impact on any of your assessment marks in your course work.

Assessments

Assessments vary for each subject, but include assignments, practical and written assessments. Assessment assistance is available through the EIT | Te Pūkenga Learning Hub for everyone to prepare and perform well. Some courses include assessment against National Qualifications Framework unit standards.

Facilities

We have purpose built café kitchens with live café productions operating during the programme. It is run by learners and forms an integral part of these programmes.



EIT is now part of Te Pūkenga

Te Pūkenga brings together New Zealand's Institutes of Technology, Polytechnics, and Industry Training Organisations to build a network of on job, on-campus and online learning.

The services we offer not only remain, they are strengthened by being part of the extensive Te Pūkenga network around the country. Your enrolment for study in 2024 will see you enrolling with Te Pūkenga and becoming part of the extensive Te Pūkenga network around the country.

The experience you need & the support to succeed

When you study at EIT | Te Pūkenga you'll get the kind of experiences that will help you gain the knowledge and skills to get ahead.

You'll also be supported by lecturers and tutors who are here for you, within a learning environment where you are treated as an individual, not just a number.

They'll know your name and you'll receive one-on-one attention to make sure you get the support to succeed.

Experienced lecturers

At EIT | Te Pūkenga, you can be confident in the quality of our teaching and your learning experience.

EIT | Te Pūkenga is highly regarded in New Zealand for research excellence due to the quality of our community centred research, our publications and our external grant income provided by funding institutions who have confidence in our research capability. You can be confident your lecturers use the latest knowledge and research in their field of expertise to inform their teaching, and many are at the forefront of knowledge creation within their discipline area.

Programme information

The programme is aimed at people entering the hospitality customer service profession for the first time and those wanting to enhance their existing skills and employment options. Graduates will have the knowledge and skills required to:

- Prepare and serve food and beverages in a café

Course descriptions

Course no.	Brief description	NZQA level	No. of credits
HOSP3201	Food and Beverage Core Skills	3	20
HOSP3204	Café Services	3	20



How to enrol

There is an easy 3-step process to follow when enrolling at EIT | Te Pūkenga.

Step 1

Check out eit.ac.nz to see the programmes available for you to study. A copy of the course information for each programme is available on our website.

Step 2

You can now use your RealMe verified identity to apply for study at EIT | Te Pūkenga. If you use your RealMe verified identity you will no longer be sent a copy of your application form to sign. You also will not need to provide us with a copy of your primary ID.

If you apply online without using RealMe then you will be sent a summary of your enrolment to check and sign. It will also include course selection forms which you need to complete and return. Your enrolment cannot progress until you have sent the summary and forms back to us.

You can also apply using a paper enrolment form. Please call us on 0800 22 55 348 and we will send you one out.

You will receive an acceptance letter from your Faculty with programme information. This will include the start date of your study and any special information regarding your programme. Depending on your chosen programme of study, you may be invited to attend an interview before you are accepted.

Step 3

Arrangement for full payment of enrolment fees must be made before the start of your programme. You will receive an invoice with payment details.

Fees-free government scheme: Tertiary education is fees-free for eligible domestic tertiary students. To check if you are eligible, go to FeesFree.govt.nz and enter your National Student Number (NSN). If you are not eligible you will be responsible for paying your fees.

Scholarships and grants: Scholarships and grants make life easier by helping to cover your fees, other costs and living expenses while you study. You don't always need to be an academic high-flyer to qualify. You can find out more about scholarships and other options for paying your fees at eit.ac.nz.

StudyLink: If you need to pay for your own study you can choose to apply for your Student Loan and Student Allowance with StudyLink. You should do this early, even if you haven't yet been accepted on your programme. You can change your details later if anything changes. Visit studylink.govt.nz to find out more about StudyLink.

Student services levy

The student services levy is a compulsory non-tuition fee that is charged to students enrolled at EIT | Te Pūkenga. The levy is to contribute to the provision of quality student services that support learning. The funds received by EIT | Te Pūkenga from the levy are ring-fenced, meaning they can only be spent on student services.

Student loans and allowances

StudyLink is a service of the Ministry of Social Development. Apply well before your programme begins (even if you haven't been accepted yet) so you'll be ready to get your payments when you need them most.

Check out what you qualify for at studylink.govt.nz.



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Enrolment Checklist

Please Note

These forms are to be returned with your completed enrolment form.

Your application cannot be considered if any of this information is missing.

Please complete and return the following:

- Enrolment Form - completed, signed and dated
- Course Selection Form - completed, signed and dated
- Evidence of Learning - if you are seeking Cross Credit or Recognition of Prior Learning for any courses
- Health and Fitness Declaration - completed, signed and dated with support information if required
- Personal Statement - completed, signed and dated and in your own words and handwriting
- Marriage Certificate or Change of Name document (verified copy only) - if you are enrolling under a different name from the one on your National Student Index number

If you do **not** have an active National Student Index number you may need to provide the following information:

- Birth Certificate (verified copy only)
- Marriage Certificate or Change of Name document (verified copy only) - if you are enrolling under a different name from your Birth Certificate

A current passport may be submitted for name and birth date identification instead of the above documents.

Please be aware that copies of these identification documents must be certified by a JP. Alternatively, originals can be sighted, copied and certified by EIT | Te Pūkenga Administration staff.



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Course Selection Form

Please include this page with your enrolment form.

Applicant name:

Please fill out your course selection form by ticking each course that you need to be enrolled into and ticking any unit standard that you have already achieved and would like Cross Credited.

Evidence that you have achieved a unit standard is required to be sent for you to gain a Cross Credit.

Please note: RPL and Cross Credit cannot be awarded for a course if you are enrolled in that course. You must apply prior to enrolment, using this Course Selection Form.

Course code	Course title	Level	Credits	Tick to enrol	CC and/or RPL (Admin/PC only)
HOSP3201	Food and Beverage Core Skills	3	20	<input type="checkbox"/>	<input type="checkbox"/>
HOSP3204	Café Services	3	20	<input type="checkbox"/>	<input type="checkbox"/>

Applicant signature:

Programme Coordinator
or Administrator signature:

Date:



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Health and Fitness Declaration

Please include this page with your enrolment form.

Applicant name:

Please answer the following questions. Answering YES to any of these questions will not necessarily result in being excluded from the programme.

Hospitality programmes require strength and stamina.

Do you have any problems involving addiction to alcohol or illegal substances?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have any medical difficulties that may affect your ability to study at EIT Te Pūkenga?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have any physical difficulties that may affect your ability to study at EIT Te Pūkenga?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have any psychiatric or psychological difficulties that may affect your ability to study at EIT Te Pūkenga?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If you answered YES to any of these questions please provide further information on a separate sheet or include the details on the Personal Statement form. You will need to attach a letter from your health professional stating that you are fit to study on the programme.	

Hospitality programmes are challenging and require commitment.

Are there any personal circumstances, e.g. young children, other dependants or transport problems that may affect your ability to attend regularly?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If you answered YES to any of these question please provide further information on a separate sheet or include the details on the Personal Statement form.	

I confirm that all the information contained in this document is true and correct. I understand that giving a false declaration or failing to disclose information may:

- Prevent me from being accepted onto the programme, or
- If accepted, prevent me from continuing on the programme.

Applicant signature:

Date:

