

# NCEA For You (Level 2)

**National Certificate in Education Achievement  
Vocational Pathway Service Industries  
(Administration and Customer Service)  
(NCEA Level 2)**

Qualification Code: 0973

This programme aims to assist people in completing NCEA Level 2 to prepare for higher learning, or to gain employment.

## Programme Details

Credits:	80
Programme Length:	26 weeks
Delivery Mode:	Face to face
Delivery Method:	In class, tutor facilitated.
Cost:	Fees Free (criteria apply)
Programme Hours:	31 hours per week 9am - 3.15pm Monday - Thursday

## Pathway Opportunities

This qualification will give you the opportunity to progress into higher-level study, or into employment.

## How To Enrol

Contact Training For You:  
0800 438 848

Or email Training For You:  
info@trainingforyou.co.nz

148 Ingestre Street, Whanganui



[www.trainingforyou.co.nz](http://www.trainingforyou.co.nz)



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# What You Will Learn

## Module 1. Life Skills - 9 credits

- Demonstrate knowledge of time management
- Manage own learning in a programme
- Explain and select banking products and services in relation to personal finances

## Module 2. Professionalism - 13 credits

- Demonstrate knowledge of diversity in workplaces
- Participate in a meeting
- Apply a problem-solving model
- Communicate in a team or group which has an objective
- Compose and enter text to create and manage business documents

## Module 3. Workplace Skills/Prep - 22 credits

- Demonstrate and apply knowledge of office equipment and administration processes
- Produce a personal targeted CV
- Demonstrate knowledge of job search skills
- Demonstrate knowledge of products and product information in a retail environment
- Demonstrate knowledge of serving customers in a retail environment
- Explore career options and their implications

## Module 4. Computing - 18 credits

- Use the main features and functions of a word processing application for a purpose
- Use the main features and functions of a spreadsheet application for a purpose
- Use the main features and functions of a presentation application for a purpose
- Manage files and folders using digital devices
- Use the main features and functions of a desktop publishing application to create documents

## Module 5. Literacy and Numeracy (embedded) - 20 credits

- Write to communicate ideas for a purpose and audience
- Use numbers to solve problems
- Read texts with understanding
- Actively participate in spoken interactions
- Interpret statistical information for a purpose
- Use measurement to solve problems

# Entry Requirements

All students who wish to enrol must go through an interview process and must:

- Be over the age of 16 and not be enrolled at a secondary school or other tertiary education provider [or with a Ministry of Education exemption]
- Be identified as a domestic student
- Provide a birth certificate or passport as evidence of identity
- Meet the eligibility requirements of TEC Youth Guarantee or DQ 1+2 funding



**Emani Sefilino**  
NCEA For You Tutor

# Graduate Outcomes

When you successfully complete this programme you will:

- Communicate effectively within a team or group to achieve objectives and contribute in meetings
- Demonstrate time management and problem-solving skills to manage work tasks and learning programmes efficiently.
- Utilise office equipment and administration processes to produce business documents, including a CV, and apply job search skills.
- Apply the main functions of word processing, spreadsheet, and presentation software to manage and present business information for specific purposes.
- Use the internet and digital devices to gather information, connect with others, and select appropriate digital tools for work-related tasks.
- Analyse banking products and services to manage personal finances effectively.
- Demonstrate knowledge of diversity in the workplace and its implications for effective communication and teamwork.
- Demonstrate effective personal presentation and maintain a positive attitude to
- meet workplace expectations.

