

Qualification Profile**National Certificate in Maritime**
(Commercial In-shore Passenger Vessel
Hospitality Crew Member)

Version 1

Level: 2

Total Credits: 72

Registered: 31 August 2002

NZQA Ref: 0524

TEC Programme No. 878

Purpose

This qualification is for people who are employed or who seek to be employed as hospitality crew members on commercial in-shore passenger vessels. It has been designed to be achieved in an on-job situation and recognises the skills and knowledge required by a wide range of employers as being important to commercial in-shore passenger and tourist operators.

The qualification has been designed to be flexible and accessible so that people have an entry path into the Maritime industry. The qualification is intended to enable people to progress towards competencies in alternative fields, or achieve competencies towards other National Certificates in Maritime or the learning component of existing Maritime New Zealand (MNZ) Certificates of Competency.

Other National Certificates in Maritime and MNZ Certificates of Competency that candidates can progress towards are:

- The National Certificate in Maritime (Master Commercial In-shore Vessel) or the MNZ Certificate of Competency in Commercial Launch Master;
- The National Certificate in Maritime (Commercial In-shore Vessel Deckhand).
- MNZ Certificates of Competency in Qualified Fishing Deckhand or Second Diesel Trawler Engineer.

Special Note

There is no requirement for a Certificate of Competency (Licence to Operate) to be issued by the Maritime Safety Authority following fulfilment of this qualification.

Qualification Requirements

This certificate will be issued to trainees who have achieved all compulsory credits requirement and elective credits requirement.

Unit Standards

Unit	Unit Title	Level	Credit
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Unit	Unit Title	Level	Credit
All units are compulsory			
Health Health Studies			
Core Health			
6400	Manage first aid	3	2
6402	Provide basic first aid	1	1
Occupational Health & Safety			
Occupational Health and Safety Practice			
497	Protect health and safety in the workplace	1	1
Humanities Communications Skills			
Interpersonal communications			
9677	Participate in groups and/or teams to gather ideas and information	2	3
Service Sector Hospitality			
Food & Beverage Service			
4645	Maintain a responsible drinking environment as a server in a licenced commercial environment	3	2
14420	Demonstrate knowledge of alcoholic and non-alcoholic beverages and beverage service equipment	3	4
14421	Prepare and serve alcoholic beverages in a licenced commercial environment	3	4
14426	Prepare, take orders, and serve bottled wines in a licenced commercial environment	3	4
14441	Provide counter food service in a commercial environment	3	3
Food Safety			
167	Practise food safety methods in a food business	2	4
Hospitality Operations			
14464	Deal with customer complaints in the hospitality industry	3	2
Maritime			
Navigation and Seamanship			
12301	Maintain cleanliness of passage ways, passenger and crew accommodation areas on a vessel	1	2
12302	Assist with berthing, letting go and anchoring a vessel	2	2
12305	Secure and account for stock, property, goods, and cash on a vessel	2	2

Unit	Unit Title	Level	Credit
Sea Survival and Sea Safety			
12306	Identify common parts, fittings and equipment on a vessel	2	3
12307	Provide assistance to passengers, support sea sick passengers and crew	2	1
12309	Assist in abandon ship and sea survival techniques	2	3
12310	Implement fire fighting and damage control on a vessel	2	3
15028	Demonstrate crowd control during an emergency on board a passenger vessel	3	3
Retail and Wholesale			
Retail and Wholesale Transactions			
12000	Complete sales transactions using key pad operated register	2	1
Service Sector Skills			
Selling Skills			
58	Complete a sales transaction in a given situation	1	2
403	Handle payments and sales documentation	2	3
Core Skills			
56	Attend to customer inquiries face-to- face and on the telephone	1	2
57	Provide customer service in given situations	2	2
62	Maintain personal presentation in the workplace	2	2
Tourism			
Visitor Services			
5548	Provide information to visitors	3	3
Total Credits			64

Elective

A minimum of 8 credits to be selected from any of the sub-fields or domains listed.

FIELD: BUSINESS AND FINANCIAL SERVICES

Sub-field

Business Administration

domain

business information processing

FIELD: COMMUNITY AND SOCIAL SERVICES

Sub-field	domain
Outdoor Recreation	any

FIELD: CORE GENERIC

Sub-field	domain
Core Generic	any

FIELD: SERVICE SECTOR

Sub-field	domain
Hospitality	any
Maritime	any
Retail and Wholesale	any
Service Sector Skills	any
Tourism	any

ELECTIVE

Unspecified: Draw 8 credits from the sub-fields or domains listed and insert below

Unit No.	Unit Standard Title	Level	Credit	Select X

Credit sub-total for Elective

8 min	
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Credit sub-total brought forward from Core Compulsory

64	64
8 min	

Credit sub total brought forward from Elective

Total Credits

72min	
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Courses and Assessment

This qualification is generally achieved through traineeship, typically taking 12 - 18 months.

Further Information and Enrolment

For further information or to enrol in this programme please contact Competenz.

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