

P Learner
3125 The Terrace
Wellington

NSN: 101010
Issued: 25 May 2017

Qualification and Achievement Summary

New Zealand Qualification Framework Registered Qualifications

	Date
National Certificate in Contact Centre Operations (Level 3)	13 Dec 2012
National Certificate of Educational Achievement (Level 2)	27 Nov 2012
National Certificate of Educational Achievement (Level 3)	27 Nov 2012
National Certificate in Business Administration (Level 4)	02 Dec 2011
National Certificate in Computing (Level 4)	20 Feb 2009
National Certificate in Computing (Level 3)	21 Mar 2008
National Certificate in Computing (Level 2)	17 Aug 2007
National Certificate in Support of the Older Person (Level 3) Residential	21 Dec 2004
National Certificate in Cleaning and Caretaking	30 Oct 1997

Standards Achieved

Each standard can have a range of results including "A" for Achieved, "M" for Achieved with Merit or "E" for Achieved with Excellence. As some standards cannot be awarded all of those results, the result code is shown in bold where a candidate has reached the maximum possible result for that standard.

Accounting

	Credits	Result	Date
Level 4 11622 Demonstrate knowledge of the nature of accounting and prepare financial statements for an entity	10	A	25 Mar 2015

Business Administration

Level 4 109 Apply language and text processing skills to produce specialist documents	10	A	20 Feb 2009
113 Produce information using advanced word processing functions	10	A	20 Feb 2009
21862 Demonstrate knowledge of management administrative services	8	A	02 Dec 2011
Level 3 108 Apply language and text processing skills to produce business documents	5	A	21 Mar 2008
112 Produce information using word processing functions	5	A	21 Mar 2008
12886 Customise software features to manipulate text for generic text and information management	6	A	21 Mar 2008
Level 2 103 Use data entry skills to input data	3	A	29 Nov 2012
107 Apply language and text processing skills to produce communications	5	A	24 Sep 2007
111 Use a word processor to produce documents	5	A	24 Sep 2007

Cleaning and Caretaking

Level 3 1566 Spot remove stains	3	A	01 Oct 1997
1568 Clean food preparation, storage, and serving areas	4	A	09 Apr 1997
1573 Clean hard interior surfaces above floor level, excluding windows	3	A	09 Apr 1997
7184 Follow universal precautions set by infection control personnel	4	A	01 Oct 1997
Level 2 1563 Clean floors	4	A	11 Mar 1997
1565 Clean sanitary appliances, sanitary accommodation, furniture, and fittings	4	A	11 Mar 1997
1567 Clean public access areas	2	A	09 Apr 1997
1590 Prepare and serve hot drinks to patients and/or residents	2	A	01 Oct 1997
7182 Clean hard furniture, walls, fixtures, and fittings	4	A	11 Mar 1997
7183 Clean health care facilities	4	A	01 Oct 1997
7442 Follow safe working practices in the cleaning industry	6	A	13 May 1997

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Communication Skills

Level 4	9695	Examine a problem-solving model and associated techniques	3	A	02 Dec 2011
	11101	Collaborate within a group/team which has an objective(s)	4	A	02 Dec 2011
	16612	Use effective business writing skills in a business organisation	4	A	02 Dec 2011
Level 3	9681	Participate in groups and/or teams to make decisions	3	A	26 Nov 2012
	9694	Demonstrate and apply knowledge of communication process theory	5	A	11 Oct 2012
Level 2	1277	Communicate information in a specified workplace	3	A	08 Oct 1997
	1299	Be assertive in a range of specified situations	4	A	26 Nov 2012
	1304	Communicate with people from other cultures	2	A	05 May 2004
Level 1	3501	Apply listening techniques	4	A	26 May 2004

Computing

Level 4	5948	Use computer technology to research and present a topic	3	A	02 Dec 2011
	18738	Create and operate an interactive website to provide a solution for an organisation	15	A	20 Feb 2009
	18742	Create and operate a relational database to provide a solution for an organisation	15	A	20 Feb 2009
Level 3	2783	Demonstrate knowledge of the components of personal computer systems	3	A	21 Mar 2008
	2785	Create a computer spreadsheet to provide a solution for organisation use	5	A	21 Mar 2008
	2787	Produce a computer flatfile database to provide solutions for organisation use	5	A	21 Mar 2008
	2789	Produce desktop published documents for organisation use	5	A	21 Mar 2008
	5940	Produce a presentation using a desktop presentation computer application	5	A	21 Mar 2008
	5954	Automate processes in a computer application using a macro facility	2	A	20 Feb 2009
	5956	Create images using a computer	3	A	20 Feb 2009
	18737	Create a website for organisation use	5	A	20 Feb 2009
	24872	Produce documents for a workplace using a computer	3	A	02 Dec 2011
Level 2	2780	Demonstrate and apply knowledge of a personal computer system	9	A	24 Sep 2007
	2781	Manage and protect data in a personal computer system	3	A	24 Sep 2007
	2784	Create and use a simple computer spreadsheet to solve a problem	3	A	24 Sep 2007
	2786	Create and use a simple computer flatfile database to solve a problem	3	A	24 Sep 2007
	2788	Produce a simple desktop published document to meet a set brief	3	A	24 Sep 2007
	2791	Integrate spreadsheet and database data into a word processed document to solve a problem	3	A	24 Sep 2007
	5941	Exchange messages using electronic mail	2	A	24 Sep 2007
	6743	Demonstrate an understanding of ergonomic principles for computer workstations	2	A	24 Sep 2007
	15167	Create individual web pages as a basis of a website	2	A	24 Sep 2007

Contact Centres

Level 3	16774	Follow occupational safety and health principles in a contact centre	3	A	18 Oct 2012
	16775	Use and explain contact centre equipment and systems	3	A	29 Nov 2012
	16776	Communicate with contact centre customers	3	A	11 Oct 2012
	16777	Organise, access and evaluate information to meet customer requirements in a contact centre	3	A	20 Nov 2012
	16778	Establish and maintain effective working relationships in a contact centre	4	A	20 Nov 2012
	26848	Demonstrate knowledge of legislation applicable to contact centres	3	A	27 Nov 2012

Core Generic

Level 3	4251	Manage own career development	2	A	21 Mar 2008
Level 2	12349	Demonstrate time management	3	A	28 Apr 2004
	12355	Demonstrate knowledge of stress and ways of dealing with it	2	A	28 Dec 2004
Level 1	496	Manage personal wellness	2	A	15 Apr 2004
	525	Recognise sexual harassment and describe ways of responding to it	2	A	29 Apr 2004

Financial Management

Level 4	1874	Complete IRD employer requirements for PAYE, FBT and GST	4	A	02 Dec 2011
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Health Studies

Level 4	5013	Support a client who is terminally ill	3	A	24 Nov 2004
Level 3	5012	Lift and position people safely	2	A	24 Nov 2004

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Health Studies

Level 3	6400	Manage first aid	2	A	27 May 2001
	6422	Act in a culturally sensitive way in health care contexts	5	A	29 Nov 2004
Level 2	6401	Provide first aid	1	A	29 Jul 2003
Level 1	6402	Provide resuscitation level 2	1	A	29 Jul 2003

Occupational Health and Safety

Level 1	497	Protect health and safety in the workplace	1	A	29 Mar 2004
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Public Health

Level 4	5016	Provide a safe environment for an older person in a residential care facility	2	A	01 Sep 2004
	5019	Assist an older person to meet their physical needs	15	A	21 Oct 2004
	5020	Support an older person to maintain their rights and responsibilities	4	A	03 Nov 2004
	17029	Assist a person who is affected by dementia to meet daily living activities	6	A	24 Nov 2004
Level 3	5015	Support an older person to enjoy life in residential care	2	A	21 Oct 2004
Level 2	16699	Produce safe food for a person in a residential care facility or a community setting	4	A	21 Oct 2004
	16700	Clean a residential or community care facility	4	A	21 Oct 2004

Retail, Distribution, and Sales

Level 4	10458	Communicate product information to sales clients	5	A	22 Nov 2012
Level 3	379	Sell goods and/or services over the telephone	3	A	26 Nov 2012

Service Sector Skills

Level 3	376	Employ customer service techniques to accommodate customer behavioural styles in a workplace	2	A	04 Oct 2012
	11815	Answer customer enquiries on the telephone in a wide range of contexts	3	A	29 Nov 2012
	11816	Respond to customer enquiries by writing in a range of contexts	4	A	02 Dec 2011
	11818	Demonstrate and apply product and/or service knowledge	2	A	26 Nov 2012
Level 1	56	Attend to customer enquiries	2	A	08 Oct 1997

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(Signature)
(Chief Executive)