

## Notice of Provisional Recognition of Service Skills Institute Incorporated (ServiceIQ)

Pursuant to section 8(1) of the Industry Training and Apprenticeships Act 1992 ("Act"), ServiceIQ is granted provisional recognition as an industry training organisation, for a period of two years from 1 January 2019, for the following specified industries:

- **Accommodation:** Including all hotels, motels and other commercial accommodation establishments such as backpackers, hostels, holiday accommodation parks, bed and breakfasts, lodges, resorts, halls of residence and apartments;
- **Aviation:** Aeronautical engineering, aircraft operation – including pilots, cabin crew, and aircrew, safety management, air traffic services, airline and airport operations, customer check-in, air cargo, and aviation ground support operations;
- **Cafes, Bars, Restaurants:** Including licensed or unlicensed cafes, bars, taverns, pubs and restaurants;
- **Clubs:** Including licensed or unlicensed clubs such as sport and recreation clubs, social clubs, working men's clubs, cosmopolitan clubs, chartered clubs, town and country clubs, community clubs and Returned and Services' Associations;
- **Food Services:** Including food service premises, on-premises catering and food services carried out in hospitals, residential, prisons, education facilities, offices, airports, factories and other workplaces, stadium and event catering, and off-premises catering;
- **Museum:** Museums, including all collections, art galleries, historical societies, and science centres – either volunteer or permanently staffed;
- **Quick Service Restaurants:** Including fast-food and take-away national and regional chains, franchises and independent outlets;
- **Retail:** Including the operation of all forms of consumer based sales of goods and services including store-based, online, national and regional chains, franchises and independent outlets;
- **Retail Supply Chain:** Including the operation of all forms of resale, storage and distribution of goods including 3PL (Third Party Logistics) and 4PL (Fourth Party Logistics) operations;
- **Tourism:** Including all aspects of visitor services, attractions, adventure providers, tourism guiding and interpretation, event and conference organisers, retailers, regional tourism organisations and promotion boards, visitor information centres, casinos, tourism aspects of rental vehicle operators, railways and ferries, and other tourism related business; and
- **Travel:** Including the management and operation of all forms of retail, wholesale and corporate based sales, packaging or brokering of inbound and outbound travel and tourism products – including store-based, online and travel reservation centres.

In order to satisfy me that ServiceIQ should be recognised under section 5(1) of the Act, ServiceIQ must demonstrate it has, and is likely to maintain, systems and processes to enable it to comply with the prescribed quality assurance requirements, and the capability, knowledge and experience to enable it to comply with the prescribed assurance requirements. To do so, ServiceIQ must achieve a category 1 or 2 EER.

The provisional recognition takes effect from **1 January 2019**.

Dated at Wellington this 5th day of December 2018.

CHRIS HIPKINS, Minister of Education.