



G R E A T
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One Day delivery

Customer service	2
Customer service and Teams	2
Preparation for the workplace	2
Advanced customer service skills	2
Contribute within a team or group which has an objective	2

Two Day Delivery

Advanced customer service and telephone skills	3
Advanced customer service, telephone and behavioural style skills	3
Unit Standards selection list	4
What else do we have to offer?	5
Dyslexia Friendly Quality Mark	6
Contact details	7

One Day Delivery

Customer Service

Unit Standards	Number	Level	Credit	Version
Respond orally to customer enquiries	56	1	2	10
Provide customer service	57	2	2	10

Customer Service and Teams

Unit Standards	Number	Level	Credit	Version
Respond orally to customer enquiries	56	1	2	10
Communicate in a team or group which has an objective	9677	2	3	11

Preparation for the Workplace

Unit Standards	Number	Level	Credit	Version
Communicate in a team or group which has an objective	9677	2	3	11
Demonstrate knowledge of diversity in workplaces	377	2	2	9

Advanced Customer Service Skills

Unit Standards	Number	Level	Credit	Version
Serve customers face to face in a wide range of contexts	11817	3	4	9
Listen actively to gain information in an interactive situation	11097	3	3	6

Contribute within a team or group which has an objective

Unit Standards	Number	Level	Credit	Version
Contriubte within a team or group which has an objective	9681	3	3	8
Listen actively to gain information in an interactive situation	11097	3	3	6

Two Day Delivery

Advanced Customer Service and Telephone Skills

Unit Standards Day 1	Number	Level	Credit	Version
Serve customers face to face in a wide range of contexts	11817	3	4	9
Listen actively to gain information in an interactive situation	11097	3	3	6
Day 2				
Answer customer enquiries on the telephone in a wide range of contexts	11815	3	3	7

Advanced Customer Service, Telephone and Behavioural Style Skills

Unit Standards Day 1	Number	Level	Credit	Version
Serve customers face to face in a wide range of contexts	11817	3	4	9
Listen actively to gain information in an interactive situation	11097	3	3	6
Day 2				
Answer customer enquiries on the telephone in a wide range of contexts	11815	3	3	7

Unit Standards List

Unit Standards	Number	Level	Credit	Version
Level 1				
Respond orally to customer enquiries	56	1	2	10
Level 2				
Provide customer service	57	2	2	10
Demonstrate knowledge of diversity in workplaces	377	2	2	9
Communicate in a team or group which has an objective	9677	2	3	11
Level 3				
Contribute within a team or group which has an objective	9681	3	3	8
Listen actively to gain information in an interactive situation	11097	3	3	6
Answer customer enquiries on the telephone in a wide range of contexts	11815	3	3	7
Serve customers face to face in a wide range of contexts	11817	3	4	9

What else do we have to offer?

We can help with:

Work placement options in Bakery, Butchery or Retail.

A large selection of individual unit standards covering:

- Communication
- Butchery
- Bakery
- Food safety
- Health & Safety.

Full time programmes available:

- New Zealand Certificate in Butchery (17 weeks)
- New Zealand Certificate in Baking (Fundamentals) (17 weeks)

We would be happy to discuss our programmes with you and how it can support your students needs.

Please contact us to arrange a suitable time to visit, or if you would like us to participate in a cluster meeting.

Dyslexia-Friendly Quality Mark



Skills4Work recognise that we all learn in different ways, so, have designed different study methods to make completing assessments easier.

We are proud to have received the Dyslexia-Friendly Quality Mark (DFQM) from AKO Aotearoa, which shows our commitment to, and demonstrates, the best practice in supporting students with dyslexia and other learning barriers.

Students will have an easily accessible support system through:

- A. Individualised learning plan
- B. Small group or one-on-one support
- C. Advice from Skills4Work team and/or Trainer

We can assist with referrals to appropriate outside organisations. Students will always be given full, accurate and timely information about the support and guidance available both internally and externally. Skills4Work makes every effort to ensure that all students have access to relevant staff, so that they can be confident in making informed decisions about their learning progress.

Nāu te rourou, nāku te rourou, ka ora ai te iwi

With your food basket and my food basket the people will thrive

This whakatauki talks to community, for collaboration and a strength-based approach. It acknowledges that everybody has something to offer, a piece of the puzzle, and by working together we can all flourish.

Contact Details

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