



# Qualify U

---

## Background

Tumu ITM have teamed up with Service IQ to link our SOPs to their *National Certificate in Retail* so that Tumu ITM staff now have the opportunity to gain a Level 2 qualification as part of their on the job training.

It's a great way to formally recognise the expertise our staff have worked hard to achieve while also driving Tumu values and U Business systems.

---

## Programme

Trainees will complete 12 workbooks over a 6 month period. The Workbooks cover:

Health & Safety  
Housekeeping  
Customer Service  
Goods Selection  
Product Knowledge  
Cash Handling  
Crime Prevention  
Legislation

Trainees will dedicate around an hour each week to the training, with the aim to complete one workbook every two weeks.

Training material is mostly Tumu SOPs and evidence can be written, verbal, demonstrations, photos, certificates, highlighted SOPs, anything that proves the trainee has the knowledge required. Unit Standards require the trainee to either describe or demonstrate their knowledge:

- Describe (sometimes “explain” or “identify”) – verbal or written; why it matters, give examples, explain what to do and how to do it
  - Demonstrate – on the job, operating equipment, maintaining a standard, following a process
- 

## Next Steps

Once trainees have achieved the National Qualification, they may go on to become assessors for the programme themselves. This will involve leading and coaching staff and will provide excellent opportunities for further career development. Service IQ also offer the National Certificate in Retail levels 3 and 4 for trainees who would like to go into supervising and managing staff.