

INZ
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New
Zealand
School of
Tourism



NZ'S
LARGEST
TRAVEL &
TOURISM
TRAINING
PROVIDER



WORK
READY...
WORLD
READY™



LET'S GO ON AN
ADVENTURE



YOUR
CAREER IN
TOURISM
STARTS
HERE



Auckland | Hamilton | Rotorua | Wellington | Christchurch | Dunedin



New Zealand
School of Tourism

LET'S GO ON AN
ADVENTURE



PLEASE

LEAVE

NOTHING

BUT

YOUR

New Zealand School of Tourism has been around since '85. Come and enjoy our significant industry partnerships and unique employment networks. We help open doors for an exciting career in the travel and tourism industry in New Zealand and around the world.

WE ARE UNIQUE

New Zealand School of Tourism
will help you get that dream job.

We're big thinkers, fast movers
and innovators.

We have many industry
partnerships, providing you
with great work experience and
employment opportunities.

You will be

WORK READY...
WORLD READY!

INDUSTRY LEADERS

NZ's travel & tourism industry leaders since 1985.

INDUSTRY CONTACTS

Our unique industry contacts means students often
secure employment before they have even graduated.

STUDY TOURS

Included in all Level 4 and 5 programmes, giving the
opportunity to experience the industry first hand.

JOB FAIRS

The only New Zealand training provider to run
nationwide job fairs where students meet industry
employers.

INTERNSHIPS

Diploma and Bachelor students have the opportunity
to complete part of their study through a paid
domestic or international internship.

TRAINING FACILITY

We have our own Boeing 737 aircraft, 747 and A320
cabin trainers at our Auckland Airport Campus. This
gives students an airline flight attending experience.

TRUST

NZQA awarded New Zealand School of Tourism a
Category One provider status.

FISH BOWL

Create your own profile in our fishbowl programme,
add in your CV, and you're ready for us to promote
you to industry.

GOVERNMENTAL SUPPORT

All programmes are approved by NZQA and
funded by TEC and approved for student loans and
allowances.

WE ARE
NEW
ZEALAND
SCHOOL OF
TOURISM

GO WITH US!

As well as gaining a great qualification, we will also show you New Zealand, so you can get close and upfront to what makes New Zealand tourism world class. We include study tours to major tourist destinations, job fairs where you meet real employers, paid internships in New Zealand and overseas, and enjoy first class training facilities.



INDUSTRY PARTNERSHIPS



SKYLINE



INDUSTRY PARTNERSHIPS



MAORI CULTURE



OPTIONAL CRUISE OR PACIFIC ISLAND STUDY TOUR



STUDY TOURS



QUEENSTOWN INTERNSHIP



5 JOB FAIRS HELD ANNUALLY
JOBS OFFERED ON THE SPOT



SEE OUR STORIES
ON OUR WEBSITE

KUPA



ETEVIHE



DETROIT

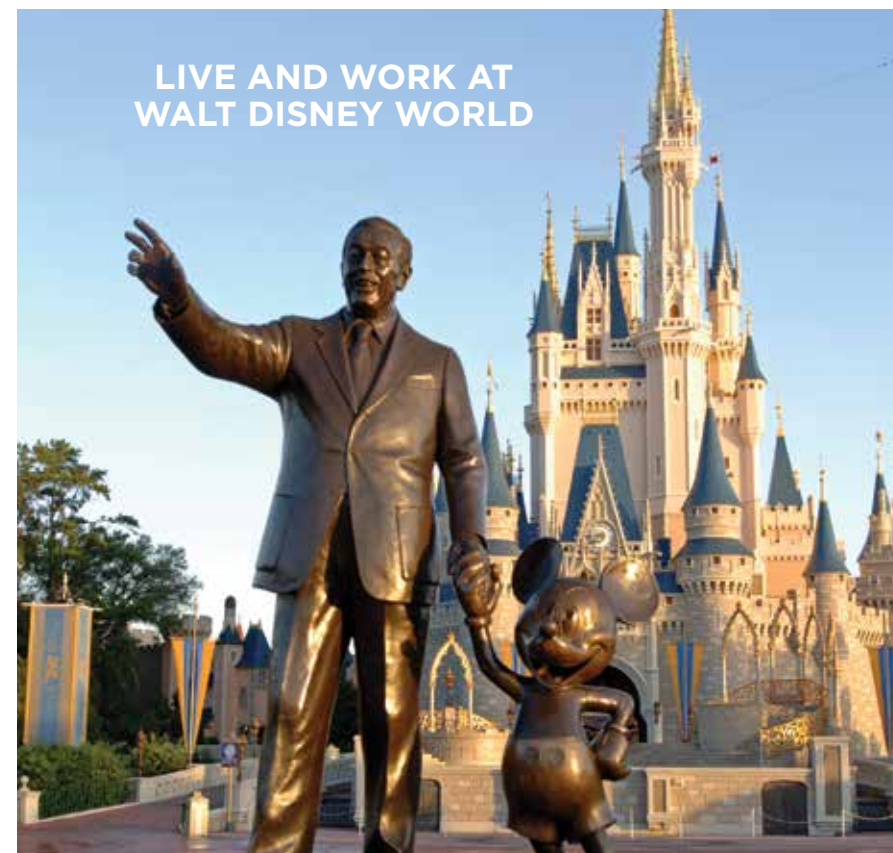
JUST SOME OF OUR INTERNSHIPS...



BROADMOOR
RESORT USA



MENZIES
AVIATION



LIVE AND WORK AT
WALT DISNEY WORLD



HAMILTON ISLAND
AUSTRALIA



SKI RESORTS
CANADA

EXCEPTIONAL JOBS IN EXTRAORDINARY LOCATIONS

Our qualifications give you the widest choice of exceptional jobs from hotels and tourism operations to adventure tourism, airlines and cruise lines in extraordinary locations, anywhere in the world.

- Ski Field Operators ► Travel Centre Consultant ► Shore Excursion Staff ► Corporate Travel Consultant ► Airport Lounge Host
- Duty Operations Manager ► Airport Load Controller ► Tourism Operation Manager ► Conference and Events Manager
- Hotel Receptionist ► Cruise Reservations ► Airport Lounge Staff ► Airline Check in ► Airport Staff ► Front Desk Agent
- Cruise Ship Activity Director ► Theme Park Operations ► Convention Centre Roles ► Event Manager ► Hotel Reservations
- Group Sales Co-ordinator ► Tour Guide ► Hotel Management ► Customer Service Agent ► Flight Attendants
- Food & Beverage Manager ► Concierge ► Tourism Operations Sales ► Business Development Hotels & Resorts
- Travel Agent ► i-SITE Consultant ► Airline Sales Manager

GO FROM HERE

Get your bags packed and your passport ready!
Our industry partners offer exceptional jobs in extraordinary locations.

SPOTLIGHT ON DISNEY WORLD

Walt Disney World staff come on site to New Zealand School of Tourism campuses twice a year to interview students for roles.

This is exclusive to New Zealand School of Tourism students who have completed 32 weeks of full time study, are 18 years or over when interviewed, and are a citizen of New Zealand or Australia.

Roles are for 6-12 months and cover:

MEET AND GREET

Welcoming all customers/guests into the parks and creating magic moments.

RIDES AND ATTRACTIONS OPERATIONS

You may be part of the Avatar, Peter Pan, Alice in Wonderland, Indiana Jones or other iconic Disney rides.

CHARACTER PERFORMER

Opportunity to be part of the entertainment in the park.

FOOD & BEVERAGE

Enjoy using your customer service skills in one of the hundreds of food and beverage outlets and restaurants.

DISNEY MERCHANDISE

Help customers purchase mickey ears, lightsabers, costumes, and other exciting Disney products.

RESORT HOSPITALITY/FRONT DESK

Be part of the welcome team at a Disney resort. There are over 26 Disney owned resorts in the Orlando area.

VACATION PLANNER/TICKET SALES

Which park on which day is just one of the decisions you would assist customers/guests to make as they plan their stay.

"WHERE DREAMS COME TRUE"

Ever dreamt of working at the most magical place on Earth?

Walt Disney World in Orlando with its four unique theme parks and two water parks, truly is a magical place. With amazing attractions, rides, shows, parades, fireworks, themed restaurants, and Disney characters at every turn, this opportunity will give you an experience you will remember forever.

Accommodation is in one, two or three bedroom apartments that all have swimming pools, and gyms on-site owned and operated by Disney World. Transportation is provided to and from the theme and water parks, supermarkets and shopping malls.

It's hard to choose which is the best part of this unique experience. It could be the life long friends you make from all over the world, or the discount you get on Disney merchandise, but it is probably that you get to enjoy the parks before or after work and on your days off. Imagine going on the Star Tours ride before work and then staying on afterwards to see the Halloween Parade or the nightly Disney fireworks.

Imagine adding to your CV that you have been a Disney Cast member with Walt Disney World resorts! You will make friends and create memories that will last a lifetime.



JUST SOME OF OUR INDUSTRY PARTNERS

SKYLINE ENTERPRISES

Skyline Enterprises has been at the forefront of New Zealand tourism since 1966 when the company formed to build a Gondola in Queenstown offering amazing views and a restaurant at the top of Bob's Peak.

Today Skyline Enterprises owns both Skyline Queenstown, Skyline Rotorua, and other tourism companies such as, The Helicopter Line, Milford Sound Scenic Flights, Mitre Peak Cruises, and accommodation in Queenstown and Dunedin.

New Zealand School of Tourism has been partnering with Skyline for a number of years offering varying roles for students from luge operations, through to banqueting, sales, and mountain bike operations.



DISNEY CRUISE LINE

With Disney Cruise Line, you can set sail on the job opportunity of a lifetime aboard their extraordinary ships. You can create an unforgettable voyage for families by delivering exceptional guest service, while also charting the course for an incredible career journey of your own.

Imagine waking up each morning to an island paradise. Begin lifelong friendships and have the opportunity to create magical moments every day.

Disney Cruise Lines and New Zealand School of Tourism have partnered to create opportunities for graduates. The role options are vast, Guest Service, Food & Beverage, Youth Entertainment Team, Life Guards, Recreation and Fairy Godmother in Training & Pirate Master.

MENZIES AVIATION

Menzies Aviation are a truly global business located at over 200 airports across 6 continents. They offer services to passengers and airline clients, from the check-in desk right through to refuelling on the runway.

Our students have the opportunity to be interviewed by Menzies, who hold recruitment days at our Auckland Airport Campus every 8 to 12 weeks. Students can interview for Passenger Check-in agent roles, a job which is extremely varied with no two days the same. Successful students have the opportunity to represent the many airlines that Menzies partner with. One day students could be checking in for Emirates Airlines and the next day for Singapore Airlines.



HAMILTON ISLAND

Part of the Whitsundays, and in the heart of the Great Barrier Reef, Hamilton Island is one of Australia's most spectacular and sought-after holiday destinations. You could be working in an environment where you will be surrounded by pristine white beaches, and a kaleidoscope of coral and marine life. The Great Barrier Reef and world-famous Whitehaven Beach is on your door step.

Hamilton Island is much more than a great place to work – it's an amazing career opportunity. There are over 350 different positions to choose from.

Recruitment takes place twice a year.



ACCOR HOTELS

Accor Hotels are the world's largest hotel and tourism group, with a comprehensive choice of hotel styles and locations in New Zealand. The brands for Accor hotels in New Zealand are Sofitel, Grand Mercure, Novotel, Ibis, Pullman, Sebel and MGallery.

This means that our students have the opportunity to work at any one of these amazing brands within New Zealand, in a variety of roles. Accor Hotels also attends our job fairs which are held in Auckland, Rotorua, Wellington and Christchurch and they also conduct on campus interviews at our campuses around the country.



BROADMOOR RESORT

The Broadmoor is a five star Colorado Springs Resort nestled on the southern edge of the Rockies Mountain range in the USA. Since first opening in 1918 it has flourished into a multi-award winning luxury resort that boasts 779 guest rooms, thirteen restaurants, a full beauty therapy spa, 25 retail shops, and 3 golf courses.

Broadmoor offer 62 meeting rooms and the Broadmoor Hall can hold more than 6,000 people so students will experience the conference and events industry on a scale that is unimaginable in New Zealand. Broadmoor has over 2000 staff and will offer students roles across 40 departments such as reservations, front desk, guest services, and in one of the many bars, restaurants or in conference and events.



WHERE IT ALL HAPPENS!

We believe that learning should
be fun while working hard to gain
recognised industry qualifications.
We guarantee you will have fun,
make friends and be
Work Ready, World Ready™
upon graduation.



LEVEL 2

Hospitality & Tourism

22
WEEKS

TOURISM & HOSPITALITY

IN NEW ZEALAND

This Level 2 fee free programme is perfect for those who don't have a Level 2 qualification. The qualification offers lots of variety from hospitality and cafes, to customer service and team building. Successful completion leads to a Level 3 programme.

WHAT YOU LEARN

- Introduction to Tourism
- Careers in Tourism & Hospitality
- First Impressions
- Teamwork
- Communication in Tourism & Hospitality
- Tourism and Hospitality Terminology
- Tourism and Hospitality Brochures and Manuals
- Tourist Characteristics and Needs
- Destination New Zealand
- Airports Around New Zealand
- Environmental Sustainability in Tourism
- Introduction to Disney
- Social and Cultural Impacts of Tourism
- Food Service and Menu Types
- Café and Restaurant Presentation
- Hot and Cold Non Alcoholic Beverages
- Food Preparation and Hygiene
- The Business of Running a Café
- Domestic & International Accommodation
- Hotel Reception & Housekeeping
- Health and Safety for Customers and Employees
- World Tourist Destinations
- Cook Islands and the South Pacific
- Cross Cultural Communication
- Provide Customer Service for International Visitors

SPECIAL FEATURES

FEE FREE

This qualification is available at most campuses fee free. Check if you are eligible by ringing a campus close to you. Once you graduate from this qualification you can complete the Tourism, Travel & Airline Industry Programme.

Industry Learning

You will enjoy learning what the industry wants you to know. The airline, travel, tourism and hotel industries are all involved in the design of our programmes which are interactive and up to date. Experience the fun of being part of the world's most exciting industry.

Small Classes

You won't be a number or get lost in a crowd at the New Zealand School of Tourism. Small classes of around 22 means trainers will know your name and want to ensure your success every step of the way.

QUALIFICATIONS GAINED

- ▶ New Zealand Certificate in Tourism Level 2
- ▶ New Zealand Certificate in Hospitality Level 2

CERTIFICATE GAINED

- ▶ New Zealand School of Tourism Certificate - Tourism & Hospitality in New Zealand

BOARDING PASS // GO FROM HERE

Step up to a one year certificate programme by adding on **Tourism, Travel & Airline Industry Level 3**. From there you have the option to take your training to the next level and move into one of our exciting Level 4 and 5 programmes.



START YOUR CAREER HERE

Tourism

15 - 22 WEEKS

THE TOURISM, TRAVEL & AIRLINE INDUSTRY

This Level 3 programme provides an ideal entry into the world of travel and tourism. Whether you are thinking about a position with an airline, travel agency, tour wholesaler, hotel, rental car firm, or other tourism company, this course will provide you with the skills and qualifications you need and employers desire.

WHAT YOU LEARN

Travel & Tourism - 15 weeks

- Roles and Communication in Tourism
- Team Building
- The New Zealand Tourism Industry
- First Impressions
- Tourism Destinations in New Zealand
- Maori Tourism
- Customer Service Excellence
- Customer Service for Customers with Specific Needs
- Accommodation and Transportation
- Local Tourism Visits
- Hotel & Airline Reservation Systems
- Promoting a Hotel or Resort
- Retail Travel Agency
- Calculating Foreign Exchange
- Selling Skills
- Travel Insurance
- Wholesale Travel
- Travel Brochures
- Plan for a Career in Tourism and Produce a CV
- Legal Rights and Responsibilities

Airline Industry - Additional 7 weeks

- The Airline Industry
- Aircraft Components and Principles of Flight
- Domestic and International Airports
- International Travel Documents
- Dangerous Goods
- The Threat Presented by Terrorism
- Serving of Food and Drinks Inflight
- On Board Equipment
- The Operation of Low Cost Carriers in Australasia

SPECIAL FEATURES

Welcome to the Tourism Industry

The tourism industry in New Zealand offers such an exciting array of attractions and activities. Become a tourist and with your class you will explore attractions and activities in your area.

Team Building Experience

All great tourism teams know how to work to their strengths and most importantly, how to work together to achieve a goal. This team building experience will be fun and enjoyable while giving you the tools to be a great team player.

Go Rentals Exclusive Certificate

Our industry partnership with Go Rentals means you will complete a specialist module as part of your study. Successful completion of this will see you gain a specialist certificate.

QUALIFICATIONS GAINED

- ▶ New Zealand Certificate in Tourism Level 3 with strands in Tourism & Travel - 15 weeks
- ▶ New Zealand Certificate in Tourism Level 3 with a strand in Aviation - 22 weeks

CERTIFICATES GAINED

- ▶ New Zealand School of Tourism Certificate in Travel & Tourism - 15 weeks
- ▶ New Zealand School of Tourism Certificate The Tourism, Travel & Airline Industry - 22 weeks
- ▶ Go Rentals Specialist Certificate
- ▶ Callista Hotel Reservations System

BOARDING PASS // GO FROM HERE

You have a choice once you graduate from this qualification to add on one of our exciting

Level 4 programmes:

Tourism, Hotel & Airline Operations or
Tourism, Airline & Flight Attending or
Tourism, Hotels and Resorts

SHARING NZ WITH THE WORLD

LEVEL
3

LEVEL 4

Hotels & Resorts

This Level 4 programme is for those who are interested in a career in the exciting & growing market of hotels, resorts and conferences.

16 WEEKS

TOURISM, HOTELS
AND RESORTS

WHAT YOU LEARN

- New Zealand Attractions and Activities
- Hobbiton Movie Set Tours
- Eco-Tourism, Adventure Tourism & Maori Tourism
- Special Interest Tourism
- Festivals, Cultural and Sporting Events in New Zealand
- Promoting Tourism Destinations
- Inbound Tourism Groups
- Hotel & Hospitality Operations
- International Hotels and Resorts
- Hotel Brands in NZ
- Hotel Conference and Events Operations
- Hotel Food and Beverage Operations
- Hotel Reservations Software
- Non Alcoholic and Alcoholic Beverages
- Becoming a Barista - Cafe and Barista Service
- Wine Knowledge
- Employment in Tourism
- Delivering Excellence in Customer Service
- Security, Health & Safety and Risk Management
- Leadership within Teams

SPECIAL FEATURES

Experience New Zealand

This New Zealand study tour will take you to a tourist destination like Rotorua, Wellington or Queenstown. Explore the different types of accommodation on offer as well as experiencing some of New Zealand's best tourism attractions and activities.

Hospitality Skills

Learn valuable skills around food and beverage service, making and serving beverages and speciality coffees. Great skills to have if you want to gain a part time role while you are studying.

QUALIFICATION GAINED

- ▶ New Zealand Certificate in Tourism Level 4

CERTIFICATES GAINED

- ▶ New Zealand School of Tourism Certificate in Tourism, Hotels and Resorts
- ▶ Hobbiton Movie Set Tour Specialist Certificate
- ▶ Barista Skills
- ▶ Callista Hotel Reservations

BOARDING PASS // GO FROM HERE

You have a choice once you graduate from this qualification to either seek employment, or complete the one year **Level 5 New Zealand Diploma in Hotel and Hospitality Management or Tourism and Travel**.



PLAN YOUR
NEXT EVENT...
START HERE!

LEVEL 4

Tourism

This Level 4 programme looks at airline, hotel, tourism, and travel agency operations, giving you more career choice upon graduation.

16

WEEKS

TOURISM, HOTEL

& AIRLINE OPERATIONS

WHAT YOU LEARN

- New Zealand Attractions and Activities
- Hobbiton Movie Set Tours
- Eco-Tourism
- Adventure Tourism
- Special Interest Tourism
- Maori Tourism
- Promoting Tourism Destinations
- Inbound Tourism Groups
- Hotel & Hospitality Operations
- Conference and Events Operations
- Water transportation and Cruising
- Blue Lagoon Cruises
- Airport Operations and Ground Handling
- Airline Risk Management
- Tourism Operations and Guiding
- Contiki
- Club Med
- International Destinations
- Amadeus - Airline Reservation System
- Coach and Overland Touring
- Communication and Customer Service in Tourism
- STA Travel
- Employment in Tourism



SPECIAL FEATURES

Experience New Zealand

This New Zealand study tour will take you to a tourist destination such as Rotorua, Queenstown or Wellington. You may see spectacular geysers and bubbling mud pools, or get to explore Te Papa, soak in a hot pool, go bungee jumping, jet boating or luging. This three day study tour is included in the cost of the course and will see you experiencing every part of the tourism industry from accommodation and transportation through to attractions and activities.

Exclusive NZ School of Tourism Certificates

Gain four specialist certificates that shows employers you have specialist product knowledge with these travel and tourism suppliers.

New Zealand Heroes

Be inspired as you study two New Zealand tourism entrepreneurs: John Anderson who started Contiki and Ewan Wilson who started Kiwi Air.

QUALIFICATION GAINED

- ▶ New Zealand Certificate in Tourism Level 4

CERTIFICATES GAINED

- ▶ New Zealand School of Tourism Certificate Tourism, Hotel & Airline Operations
- ▶ Hobbiton Movie Set Tours Specialist Certificate
- ▶ Blue Lagoon Cruises Specialist Certificate
- ▶ STA Travel Agency Specialist Certificate
- ▶ Contiki Specialist Certificate

BOARDING PASS // GO FROM HERE

You have a choice once you graduate from this qualification to either seek employment, or complete the one year **Level 5 New Zealand Diploma in Hotel and Hospitality Management or Tourism and Travel**.

GET YOUR DREAM JOB...

LEVEL 4

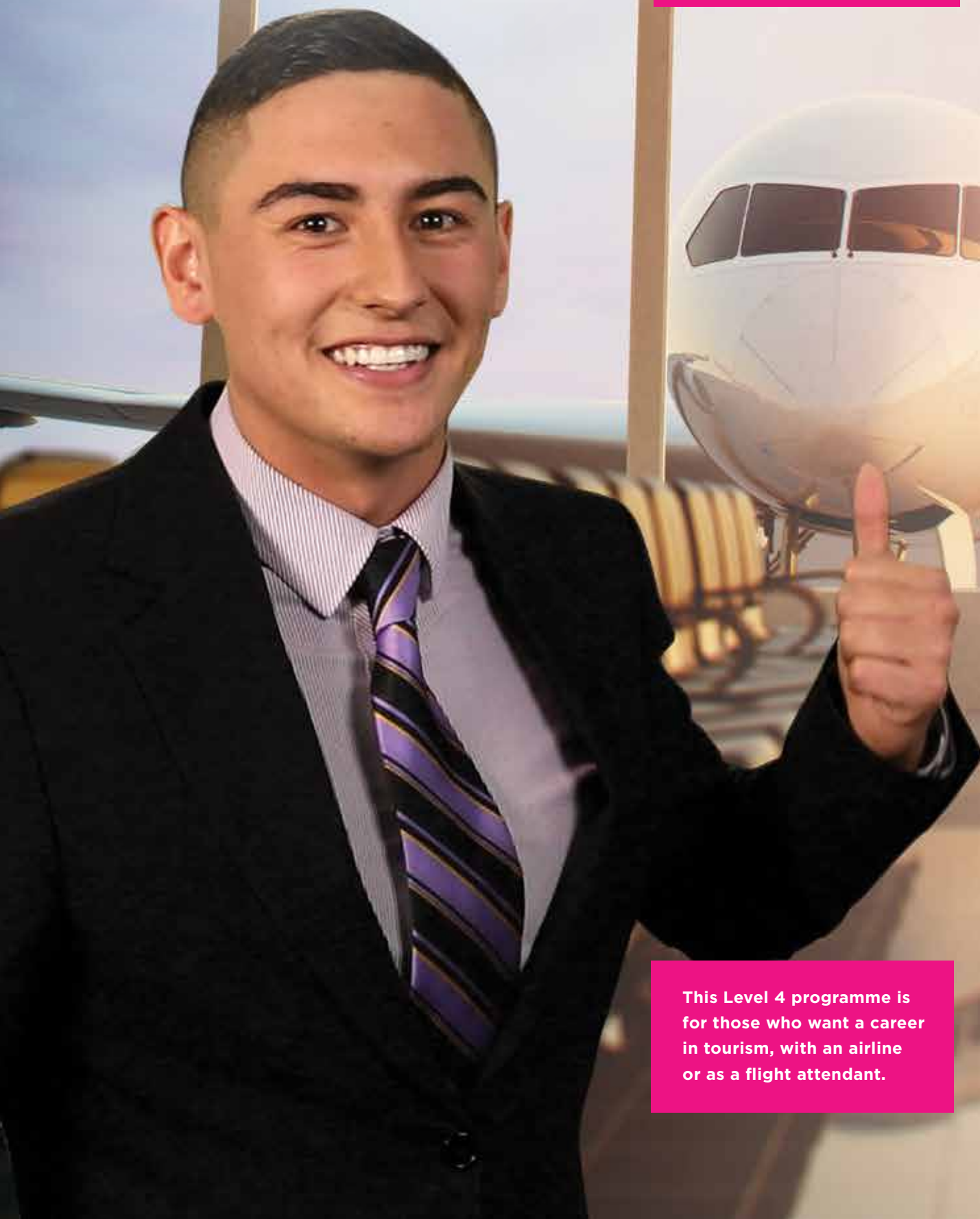
Flight Attending

16

WEEKS

TOURISM, AIRLINE

& FLIGHT ATTENDING



This Level 4 programme is for those who want a career in tourism, with an airline or as a flight attendant.

WHAT YOU LEARN

- Manage your Career
- NZ Attractions and Activities
- Hobbiton Movie Set Tours
- Eco-Tourism
- Adventure Tourism
- Special Interest Tourism
- Maori Tourism
- Promoting Tourism Destinations
- Inbound Tourism Groups
- Regional Tourism
- Crew Resource Management and Teamwork
- Communication and Customer Service
- Providing Food and Beverage Service
- Airport Operations and Ground Handling
- Airline Risk Management
- Managing Conflict Onboard an Aircraft
- Improving Business Processes within an Airline
- Aircraft Safety and Security
- Emergency Equipment

EXTRA QUALIFICATION

Flight Attending Practicals

4 additional weeks for endorsed students includes:

- First Aid and Aviation Medicine
- Ditching and Water Survival
- Safety Procedures Onboard an Aircraft
- Responsible Serving of Alcohol
- Handling Emergencies and Fire Fighting
- Auckland 737 & 747 Cabin Trainer Experience
- Flight Attending Wings Badge

SPECIAL FEATURES

Experience New Zealand

This three day study tour will take you to a tourist destination such as Rotorua, to see and experience accommodation and tourist attractions.

Airline Relationships

Our industry links means we work with airlines looking for flight attendants. Graduates are now flying with Air New Zealand, Air Nelson, Jetstar, Qantas Jetconnect, Virgin Australia, Emirates and many more.

First Class Facilities

For those completing the Flight Attending Practicals, you will get three days to train in our first class facilities at our Auckland Airport Campus.

QUALIFICATION GAINED

- ▶ New Zealand Certificate in Tourism Level 4

CERTIFICATES GAINED

- ▶ New Zealand School of Tourism Certificate Tourism, Airline and Flight Attending
- ▶ Hobbiton Movie Set Tours Specialist Certificate

For those completing the Flight Attending Practicals:

- ▶ New Zealand Certificate in Aviation (Flight Attending) Level 4
- ▶ First Aid Certificate
- ▶ Responsible Serving of Alcohol

BOARDING PASS // GO FROM HERE

You have a choice once you graduate from this qualification to either seek employment, or complete the one year **Level 5 New Zealand Diploma in Hotel and Hospitality Management or Tourism and Travel**.



LET YOUR ADVENTURE BEGIN

LEVEL 5

Hotel & Hospitality Management

Choose this Diploma if you want a career in hospitality, hotels or resorts. Our industry partners both in New Zealand and overseas could see you working in the industry before you even graduate.

HOTEL AND HOSPITALITY

MANAGEMENT DIPLOMA

32
WEEKS

AN
INTERNATIONAL
HOTEL CAREER
STARTS
HERE...

WHAT YOU LEARN

- The Business of Hospitality and Tourism
- Reception and Housekeeping Services within the Hotel Industry
- Conference & Events within a Hotel or Hospitality Environment
- Marketing and Sales
- Accor Hotel Exclusive Module
- Human Resources
- Food and Beverage Operations
- The New Zealand Hotel and Hospitality Industry

Optional Paid Internship for 30 Credits

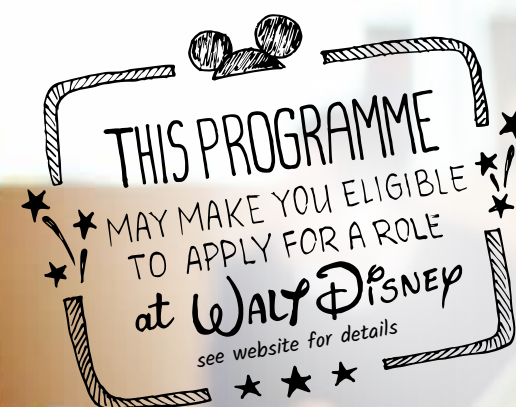
- At a Hotel within New Zealand
- Hamilton Island – Australia
- Broadmoor Resort – USA
- Walt Disney Resort – USA
- Panorama Mountain Resort – Canada
- Four Seasons Resort Whistler – Canada

OR

Workplace Practices

This includes:

- Creating the Guest Experience
- Business Planning
 - Produce a Business Plan for a Food & Beverage Operation
 - Unit Standards 4646 and 16705 required for a Bar Managers licence



SPECIAL FEATURES

Hotel and Hospitality Study Tour in NZ

Get ready to go on tour. Experience and compare what New Zealand has to offer in guest experiences in a range of accommodation properties from backpackers through to four star hotels. See behind the scenes and hear from Hotel Management on the challenges they face in today's market and how they manage the day to day operations. This four day tour will have you seeing and staying at a range of accommodation properties in a major tourist destination.

Hotel and Hospitality Study Tour to the Whitsundays and Hamilton Island, Great Barrier Reef - optional

On this four day study tour you will fly to the Whitsundays, staying at Airlie Beach where you will compare the different styles of accommodation and all the activities available. Then take a day trip to Hamilton Island to meet management and view the different roles and employment opportunities available. Interviews will be given to those interested in working on Hamilton Island. *(Additional costs for International Study Tour)*

Job Fair

Students who have successfully passed this programme and meet the Work Ready, World Ready™ criteria will be guaranteed 3 interviews with hotels at our job fairs.

Internship Opportunity

You will be presented with both domestic and international paid internship opportunities in the tourism industry. Internships replace the last 8 weeks of your Diploma. They are a great way to start your career.

Complete a Degree

This Diploma in Hotel & Hospitality Management Level 5 will be recognised so you can complete a Degree in just two more years.

QUALIFICATION GAINED

- ▶ New Zealand Diploma in Hospitality Management Level 5

CERTIFICATES GAINED

- ▶ New Zealand School of Tourism – Hotel and Hospitality Management Level 5
- ▶ EventsAIR Rising Star Programme
- ▶ Accor Product Knowledge

BOARDING PASS // GO FROM HERE

From here complete a Degree in just two years or start your career. As a graduate you will have access to our extensive employment network and automatic entry to our exclusive job fairs.

LEVEL 6

Hotel & Hospitality Management

Choose this Diploma if you want to forge a career in management within hospitality, hotels or resorts. Our industry partners both in New Zealand and overseas could see you working in the industry before you even graduate.

HOTEL AND HOSPITALITY

MANAGEMENT DIPLOMA

32

WEEKS

WHAT YOU LEARN

- The Future and Trends of Hospitality and Tourism
- Leadership Principles
- Communication and Marketing in Hospitality
- Business Performance
- Hospitality and Tourism Financial Management
- Design a Hospitality Business

Optional Paid Internship for 30 Credits

We organise this with companies such as:

- Hotels in New Zealand
- Hamilton Island – Australia
- Broadmoor Resort – USA
- Walt Disney Resort – USA
- Panorama Mountain Resort – Canada
- Four Seasons Resort Whistler – Canada

OR

Workplace Practices

This includes:

- Hotel Management Simulation
- Change Management
- Sales and Distribution in Hospitality

SPECIAL FEATURES

Job Fair

Our exclusive job fairs will allow you to be interviewed by industry employers from a range of companies. As a Diploma student you get a golden ticket to the job fair, which gives you first choice of the employers you really want to meet.

Internship Opportunity - 30 Credits

You will be presented with both domestic and international paid internship opportunities in the tourism industry. They are a great way to add real industry experience to your CV.

Complete a Degree

This Diploma in Hotel & Hospitality Management Level 6 will be recognised so you can complete a Degree in just one more year.

QUALIFICATION GAINED

- ▶ New Zealand Diploma in Hospitality Management Level 6

CERTIFICATE GAINED

- ▶ New Zealand School of Tourism - Diploma in Hotel and Hospitality Management Level 6

BOARDING PASS // GO FROM HERE

From here complete our Degree in just one year or start your career. As a graduate you will have access to our extensive employment network and automatic entry to our exclusive job fairs.



YOUR CAREER IN HOSPITALITY MANAGEMENT STARTS HERE

* This programme is subject to NZQA approval

LEVEL 5

Tourism Management

32

WEEKS

NEW ZEALAND DIPLOMA

IN TOURISM & TRAVEL

This is one of the most exciting programmes we offer, with modules such as Walt Disney, Marketing and Cruise Ship Tourism. Study tours, Job Fairs and Internships, means you can be sure this management programme will truly prepare you for a future career in tourism.

WHAT YOU LEARN

- Walt Disney World
- Successful Business Operations in Tourism
- Analyse Risk in Tourism
- Supply and Demand in Tourism
- Conference and Event Venues
- Prepare Quotes for Conferences or Events
- Marketing and Sales
- Engaging with the Tourism Industry
- Human Resources in Tourism
- Luxury Tourism in New Zealand
- Customer Service Strategies
- ACCOR Group Specialist Module
- Cruise Ship Tourism

Optional Paid Internship for 30 Credits

Paid internships may be offered with domestic or international tourism companies such as Walt Disney World, Canadian Ski resorts, Accor Hotels, Hobbiton, Helloworld or Menzies Aviation.

OR

Workplace Practices

This includes:

- Teamwork and Managing Conflict
- Optional International Study Tour or Cruise to a South Pacific Island or Evaluate a Local Tourism Environment
- Present on a Tourism Destination
- Analyse and Produce a Business Plan



SPECIAL FEATURES

Study Tour in New Zealand

A study tour is included so you can experience tourism and bring alive everything you have learnt. Visit and hear from the best of the industry and come back inspired.

Job Fair

Our exclusive job fairs will allow you to be interviewed by industry employers from a range of companies. As a Diploma student you get a golden ticket to the job fair, which gives you first choice of the employers you really want to meet.

Internship Opportunity - 30 Credits

You will be presented with both domestic and international paid internship opportunities in the tourism industry. Internships are for 12 weeks minimum and replace the last 8 weeks of your Diploma. They are a great way to start your career.

International Study Tour - Optional

This study tour will see you flying to a South Pacific island to experience a tropical paradise. Visit local tourism operators, from transport and accommodation to attractions and activities.

Complete a Degree

This Diploma in Tourism & Travel Level 5 will be recognised so you can complete a Degree in just two more years.

QUALIFICATION GAINED

► New Zealand Diploma in Tourism & Travel Level 5

CERTIFICATES GAINED

► New Zealand School of Tourism Diploma in Tourism & Travel Management Level 5

► Accor Hotel Group Specialist Certificate Zealand

BOARDING PASS // GO FROM HERE

From here complete a Degree in just two years or start your career. As a graduate you will have access to our extensive employment network and automatic entry to our exclusive job fairs.

WORK READY
WORLD READY™

LEVEL 6

Tourism & Travel Management

Choose this Diploma if you want to forge a leadership role in the Tourism and Travel Management industry and be responsible for the strategy and processes behind the visitor experience. Our industry partners both in New Zealand and overseas could see you working in the industry before you even graduate.

32

WEEKS

NEW ZEALAND DIPLOMA

IN TRAVEL AND TOURISM

WHAT YOU LEARN

- The Future of Hospitality and Tourism
- Business Performance
- Communication and Marketing in Tourism
- Leadership Principles
- Tourism Business Operations
- Design a Tourism Business

Optional Paid Internship for 30 Credits

Paid internships may be offered with domestic or international tourism companies such as Walt Disney World, Canadian Ski resorts, Accor Hotels, Hobbiton, Helloworld or Menzies Aviation.

OR

Workplace Practices

This includes:

- Sustainable Maori Tourism
- Change Management
- Sales and Distribution in Tourism

SPECIAL FEATURES

Job Fair

Our exclusive job fairs will allow you to be interviewed by industry employers from a range of companies. If you want to gain a role in the industry, our job fairs make it easy for you.

Internship Opportunity - 30 Credits

You will be presented with both domestic and international paid internship opportunities in the tourism industry. They are a great way to start your career, or to gain valuable experience.

Complete a Degree

This Diploma in Tourism & Travel Level 6 will be recognised so you can complete a Degree in just one more year.

QUALIFICATION GAINED

- ▶ New Zealand Diploma in Travel and Tourism Level 6

CERTIFICATE GAINED

- ▶ New Zealand School of Tourism Diploma in Tourism & Travel Management Level 6

BOARDING PASS // GO FROM HERE

From here complete our Degree in just one year or start your career. As a graduate you will have access to our extensive employment network and automatic entry to our exclusive job fairs.



SPREAD YOUR WINGS INTO A LEADERSHIP ROLE

* This programme is subject to NZQA approval

Bachelor of International Tourism & Hotel Management*

03
YEARS

Choose our Bachelor Degree if you want to truly immerse yourself in the Tourism Industry. You'll work with the industry throughout your learning, be part of international internships and projects and experience entrepreneurial activities to boost your business skills.

WHAT YOU LEARN

The first and second year of your degree will consist of either of the below options, depending on which path you would like to take. Refer to the relevant pages within this prospectus for details.

NZ Diploma in Hospitality Management Level 5 and Level 6

OR

NZ Diploma in Travel and Tourism Level 5 and Level 6.

You then progress on to the final year of your degree, which brings together the knowledge, theories, skills, capabilities and experiences of your first and second year, into a series of case studies developing your capabilities in:

Weeks 1 – 16

You may be able to choose from areas such as:

- Advanced skills in creativity
- Innovation
- Project management
- Collaboration and communication
- Strategy and business operations

Weeks 17 – 32

You may be able to choose from:

- Entrepreneurship projects such as:
 - Setting up a tourism business like a tourist attraction or Inbound Travel Company
 - ACCOR worldwide competition
 - A third world project
 - Developing applications for travel customers
- An Internship – domestic or international
- Reflective learning and business proposal to employer
- Volunteering overseas

INTERNSHIPS – DOMESTIC

OR INTERNATIONAL

Consider a paid internship for your last 16 weeks with one of our partner tourism companies. While working with a tourism company you will develop an opportunity to innovate, or be creative in some aspect of the business which you will present to the company at the end of the internship.



UNIQUE FEATURES

The following unique features are what set this degree apart from any other degree. Consider which option might suit you.

Set up an Inbound Tour Company

Your group will have the opportunity to set up an Inbound Tour Company. Choose the target market you want to pitch your products to, design itineraries, pricing and marketing and then present your business plan to leaders in the industry. The winning team will receive money and a mentor to set up the business.

Accor Worldwide Competition

Accor Hotel Group runs an annual competition for students studying tourism or hotel management to come up with innovative and creative ideas that could be used within the worldwide Accor Group. In teams of three you present the project and the grand finale is generally held in Paris each year.

Volunteer Overseas

If you are interested in not for profit organisations and the opportunity to help others then consider the option to go overseas and assist communities who are either involved in tourism or want to be involved in tourism.

JOB FAIR

Our exclusive job fairs will allow you to be interviewed by industry employers from a range of companies. As a student you get a golden ticket to the job fair, which gives you first choice of the employers you really want to meet.

QUALIFICATION GAINED

► Bachelor of International Travel, Tourism and Hospitality Management

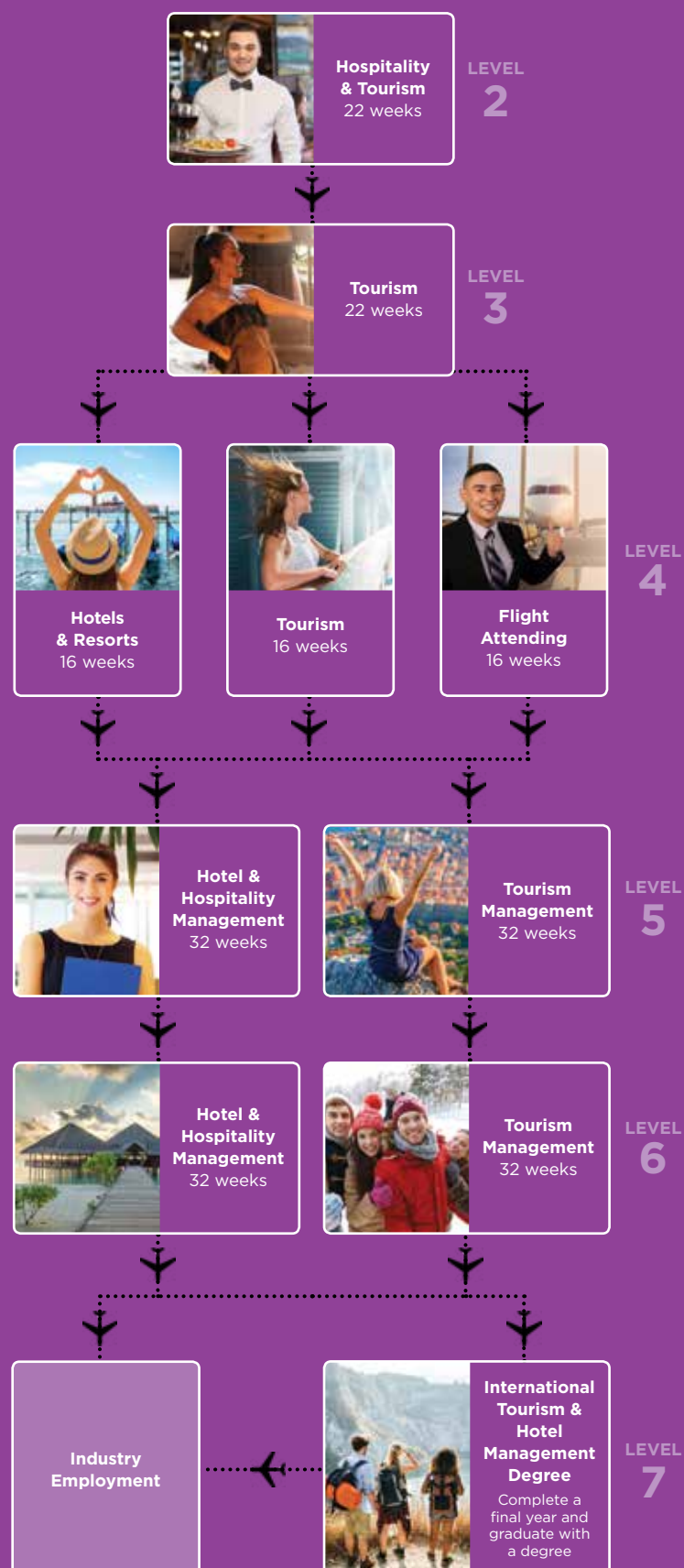
BOARDING PASS // GO FROM HERE

From here you are fully qualified to begin your travel and tourism career!! As a graduate you will have access to our extensive employment network and automatic entry to our exclusive job fairs.

FLY HIGH WITH OUR NEW BACHELORS DEGREE!

YOUR FLIGHT PLAN

The future has never looked brighter for tourism in New Zealand with international visitor numbers booming. There's never been a better time to start your career in the travel and tourism industry.



TAKE OFF!

AND SPREAD YOUR WINGS INTO A MANAGEMENT ROLE

You can choose to take your career prospects to the next level with our management options.

You can specialise in:
Travel and Tourism Management,
Aviation and Tourism Management,
Aviation and Hotel Management or
Hotel and Hospitality Management.

And remember, while you study with us you can choose to complete an internship with one of our amazing industry partners like Walt Disney World in Florida, Broadmoor Resort in Colorado, Skyline in Queenstown or Accor hotels around New Zealand to name just a few.

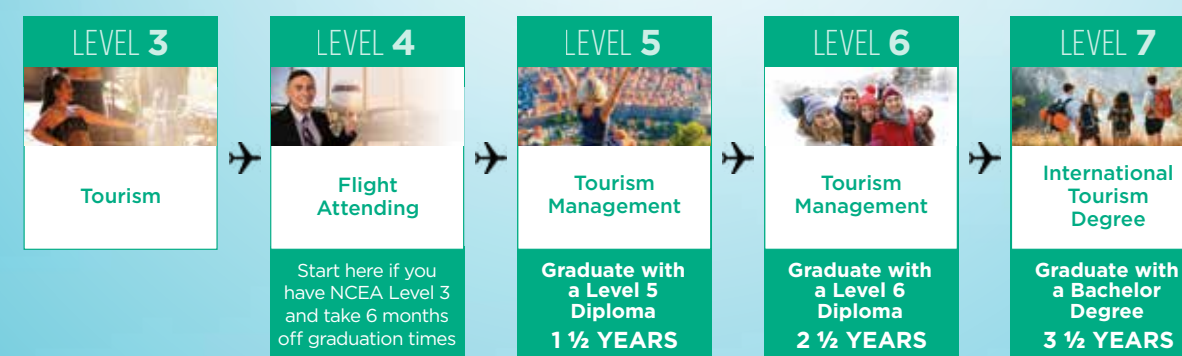
LET YOUR ADVENTURE BEGIN

Take **6 months** off the graduation times shown below if you already have **NCEA Level 3**

Travel and Tourism MANAGEMENT OPTION



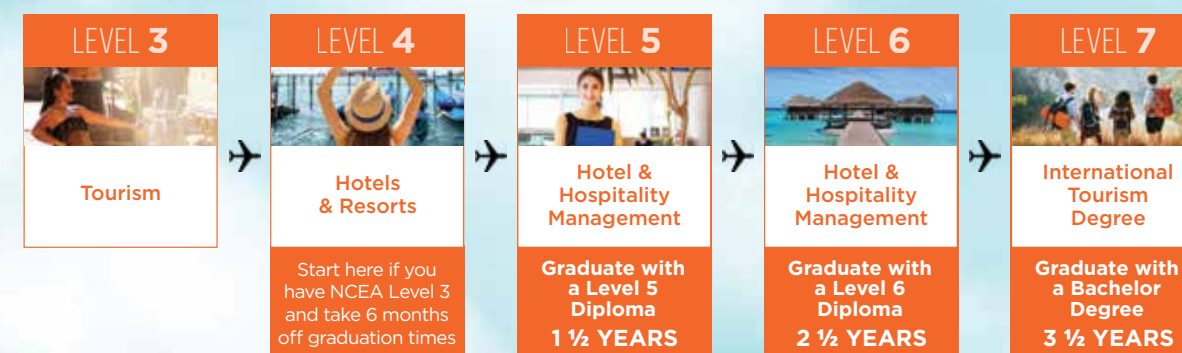
Aviation and Tourism MANAGEMENT OPTION



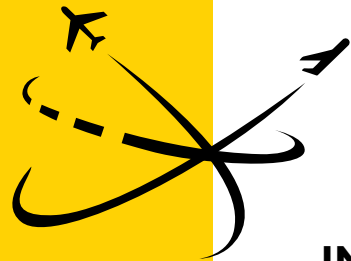
Aviation and Hotel MANAGEMENT OPTION



Hotel and Hospitality MANAGEMENT OPTION



ENTRY CRITERIA



ALL LEVEL 2 Programmes

Applicants are preferred to be a minimum of 17 years of age at start of course

Prefer NCEA Level 1 (80 credits)

OR equivalent unit standards, course of study or work experience deemed equivalent.

ALL LEVEL 3 Programmes

Applicants are preferred to be a minimum of 17 years of age at start of course

Have NCEA Level 2 (60 credits) plus NCEA Level 1 (80 credits)

OR equivalent unit standards, course of study or work experience deemed equivalent.

ALL LEVEL 4 Programmes

Have NCEA Level 3 or successfully completed the Tourism, Travel & Airline Industry programme or equivalent.

ALL LEVEL 5 Programmes

Applicants must have successfully completed a programme at Level 4

Achieved a high level of attendance

Can demonstrate academic capability for level 5, either through a pre-entry test, or by being endorsed by Management.

INTERNATIONAL STUDENTS

All international students must be a minimum of 18 years of age at the start of all courses (as per code of practice requirements)

Completed Secondary School offshore or New Zealand Year 12 or equivalent work experience

English language proficiency as outlined on our website

Accommodation - please refer to our website for further information.

INTERNSHIPS

Internships in New Zealand and overseas are currently an option for Diploma and Degree students. Some internships have costs and eligibility criteria. Refer to our website for all the details.

LOANS & ALLOWANCES

Fees Free

All New Zealanders who have completed less than half a full-time year of post-school education or training may be eligible to study fees free next year up to a maximum of \$12,000. You can check if you're eligible for fees-free study using the tool on the fees-free website www.feesfree.govt.nz. It's a good idea to do this before applying for student support so you know whether to ask for a loan for your fees.

Student Loan Scheme

If a New Zealand student is not eligible for Fees Free then they should be eligible to get a student loan.

NZ citizens, Australian citizens resident in NZ, NZ residents who have been residing in NZ for 3 years or more and citizens of Tokelau, Niue or Cook Islands are eligible for the Government Student Loan Scheme. Subject to certain conditions students are entitled to borrow the following:

- Compulsory course fees
- Course related costs
- Living costs

Course Related Costs

If you're eligible for fees free study, you still need to apply for a Student Loan if you want to borrow the course-related costs or living costs components. If you need a student loan for course related costs or living costs you will still need to apply through Studylink. It is important that you complete your Studylink application as soon as possible. This is done on their website at www.studylink.govt.nz

Processing Applications

Information for both the allowance and student loan schemes are available from Studylink on their website. Our friendly sales team can check your documentation, authorise photocopies of birth certificates and other documents if needed.

IMPORTANT INFORMATION

Work Ready, World Ready™ Criteria

Student must meet the criteria outlined in the Student Handbook to be eligible for the following programme components:

- ▶ Any domestic family trips
- ▶ Flight attending practical's
- ▶ Conference & events work experience
- ▶ Any domestic or international study tours
- ▶ Job fairs
- ▶ Future enrolments

A copy of the Student Handbook can be found on the downloads page of our website.

Class Times

Level 2 to 4 qualifications, classes are from 9am - 4pm Monday to Thursday with Friday normally being until 1pm.

Level 5 Diploma classes start at either 9am or 1pm each day for four hours. You need to have time before or after class to complete class work.

Eligibility for New Zealand School of Tourism Certificates

To gain the New Zealand School of Tourism certificates listed you need to achieve competency in all subjects and meet our Work Ready, World Ready™ criteria.

Please refer to the Student Handbook on the downloads page of our website for more details.

Programme Inclusions and Exclusions

Detailed information on what is included and excluded can be found in the Student Handbook on the downloads page on our website, or requested from your campus.

Corporate Dress

At New Zealand School of Tourism we want you to be Work Ready, World Ready™ so students are expected to come in corporate clothing. For more details contact your friendly sales team at the campus on 0800 10 20 20. Your Studylink course related costs can assist you with the purchase of this.

Additional Programme Information

Additional information covering recognition of prior learning, assessment procedures, academic policies etc can be found by either requesting a copy of the Student Handbook from the campus or from the downloads page of our website.

Withdrawal, Refund & Complaints Procedures

Please refer to our Student Handbook from the download's page of our website for information relating to these procedures.

OUR CAMPUSES



AKL

Auckland City
Ph 09 303 0181
L6, 360 Queen St
PO Box 5975
Auckland 1141

Auckland Airport
Ph 09 275 2495
3 Leonard Isitt Dr
PO Box 73-157
Auckland 2150

HLZ

Hamilton
Ph 07 838 0022
L8, 48 Ward St
PO Box 19 396
Hamilton 3244

ROT

Rotorua
Ph 07 343 6612
1178 Pukaki St
PO Box 1136
Rotorua 3010

WLG

Wellington
Ph 04 471 0398
L2, Eagle
Technology House
135 Victoria St
PO Box 25-389
Wellington 6011

CHC

Christchurch
Ph 03 377 1794
L1, 829 Colombo St
PO Box 25 199
Christchurch 8144

DUD

Dunedin
Ph 03 477 6825
L3, 9 Moray Pl
PO Box 5705
Dunedin 9058

HOW TO ENROL

Keen to get started?

You will need to:

Complete the enrolment form included with this information pack, enrol online or download it from our website.

Come in with your enrolment form

and deposit, along with verification of identify. Please contact the friendly sales team from the campus of your choice if you have any questions.

If you meet all eligibility criteria you then need to pass our entry test and interview.

Once you have been accepted a confirmation letter will be given to you.

Then you can apply for a student loan and/or allowance

NEW WORLD

NEW BEGINNINGS

NEW OPPORTUNITIES

**New Zealand School of Tourism is part of New Education Group,
New Zealand's leading independent provider of vocational training and higher
learning.**

In a world that's constantly changing, it pays to keep a close eye on the future. At New Education Group we offer an innovative and dynamic range of study courses in Creative Industries, Information Technology, Tourism, Hospitality & Cookery. Sport, Health, Beauty, Trades and Business.

We deliver the latest skills, the most industry-relevant qualifications and the very best employment support - it's our job to make sure every one of our students graduates work ready and world ready.

At New Education Group our goal is the same as yours. We're here to help you take on the world.

New Education Group is not your regular group of vocational colleges! All our providers are Category 1 - NZQA's highest possible ranking. That makes us the largest collection of Category 1 schools in the country. We are also part of the ACG Education Group, New Zealand's leading independent provider of educational services.

New Education Group campuses specialise in training for distinct, high-demand industries. Our practical programmes are developed with industry consultation, to ensure students graduate with the skills today's employers want. Our trainers come direct from the industries they teach, classes are small, and the learning environment is fun and supportive. Each of our fit-for-purpose campuses feature niche, authentic training environments, enabling students to master practical skills for their chosen professions.

Sustainable employment is the ultimate goal. Employment skills are embedded into our programmes and many courses include work experience opportunities or internships. Our Careers Teams and campus staff provide free employment support to students and graduates, and we have an extensive network of industry partnerships. Our students gain the right skills and the most industry-relevant qualifications – and we place eighty percent of them into careers each year!

At New Education Group we empower our students to carve their own paths in today's rapidly changing world.

Our colleges at a glance

- New Zealand School of Tourism
- Cut Above Academy
- Elite (International School of Beauty and Spa Therapies)
- NZMA (New Zealand Management Academies)
- NSIA (The Professional Hospitality Academy)
- Academy NZ
- New Zealand College of Massage
- New Zealand Institute of Sport
- Yoobee School of Design
- AMES – The Institute of IT
- Animation College
- South Seas Film & Television School



**New Zealand
School of Tourism**

The New Zealand School of Tourism Ltd
(trading as New Zealand School of Tourism)

Work ready
World ready™



Our students training in our 747 Cabin Trainer
at the Auckland Airport Campus





AKL	Auckland City
AKL	Auckland Airport
HLZ	Hamilton
ROT	Rotorua
WLG	Wellington
CHC	Christchurch
DUD	Dunedin

And
so the
adventure
begins

