

For NZ Citizens and
Permanent Residents

NZ Certificate in Tourism [Level 3]

Let your future take flight with the NZ Certificate in Tourism.

You will use your adventurous spirit and passion for customer service to guide people on their way to exploring and experiencing all the world has to offer.

Campus EIT Hawke's Bay and EIT Tairāwhiti

Starts February (Hawke's Bay and Tairāwhiti) and July (Tairāwhiti only)

Length 19 weeks full-time

Contact **Hawke's Bay** Margaret Skews | Phone: 06 830 1421 | Email: mskews@eit.ac.nz
Tairāwhiti Rosie Recter | Phone: 06 869 3074 | Email: rrecter@eit.ac.nz

EASTERN INSTITUTE OF TECHNOLOGY

eit.ac.nz | 0800 22 55 348 |   

Te Aho a Māui



Get on board a fast-growing global business

The NZ Certificate in Tourism [Level 3] programme is offered with strands in both visitor experience and tourism and travel.

At the completion of the qualification, you will be ready for front line entry level positions in industry, under limited supervision, or further, higher level tourism study.

In particular, the programme is designed to develop skills to be able to:

- ▶ Apply knowledge of customer service and selling skills
- ▶ Apply tourism workplace practices

- ▶ Demonstrate knowledge of regional New Zealand
- ▶ Demonstrate a broad knowledge of the tourism and travel industry
- ▶ Apply knowledge and attributes required for a Barista role

You're welcome to make an appointment to discuss your study options with our staff and arrange a visit to view our facilities.

YOUR FUTURE CAREER AND STUDY OPPORTUNITIES

Your possible employment opportunities include: Attraction assistants, front office positions, ticket sales, reservations consultant, visitor host, booking assistant, rental vehicle operations and front desk administration.

Your study pathway could progress onto: NZ Certificate in Tourism [Level 4] and the NZ Diploma in Tourism and Travel [Level 5].

WHAT YOU NEED TO KNOW

NZ Certificate in Tourism

Level	Level 3	Credits	70
Length	19 weeks	Fee*	\$4,257 approximately

* This is a guide only based on the previous year. All costs quoted include GST and student services levy. Fees apply to New Zealand citizens and New Zealand permanent residents only.

PARTNERSHIPS

Staff maintain contact with other professionals through organisations such as the Service Industry Qualifications Training Organisation (Service IQ), New Zealand Tourism Industry Association (NZTIA), International Air Transport Association (IATA), Travel Agents Association of New Zealand (TAANZ) and Hawke's Bay Airport Limited (HBAL).

2022 KEY DATES

INTAKE ONE - HAWKE'S BAY AND TAIRĀWHITI		INTAKE TWO - TAIRĀWHITI ONLY	
Programme starts	Monday, 14 February	Programme starts	Monday, 18 July
Programme ends	Friday, 24 June	Programme ends	Friday, 25 November

EIT SEMESTER HOLIDAYS		
15 - 29 April	27 June - 15 July	3 - 14 October

TIMETABLE

Your study time will be made up of contact time (class times, tutorials) and non-contact time (your own individual study time).

Contact Time

Classes are usually scheduled between 8.30am - 3.30pm, Monday to Thursday.

For a current timetable, please refer to eit.ac.nz/students/timetable.

Non-contact Time

You should plan to spend 15 to 20 hours of study per week to complete your study.

ADDITIONAL COSTS

- ▶ \$250 approximately for a uniform

ENTRY CRITERIA

Information sessions are provided for applicants and there may be individual interviews with tutors in cases where the application raises some doubt about the suitability of the programme for the applicant.

Standard Entry

- ▶ A minimum of NCEA Level 1; or
- ▶ Any qualification at Level 1 or above from the NZQF; or
- ▶ Provide evidence of achievement at a higher level; or

- ▶ Special admission may be granted to applicants (aged 20 and over) with no formal qualifications but who are enthusiastic and motivated and have evidence of relevant prior learning and work or life experience.

The Dean may apply discretion to these regulations in exceptional circumstances.

Recommendation

It is recommended that applicants complete unit or achievement standards related to geography, tourism and travel prior to enrolling in the programme.

EXPERIENCED LECTURERS

You can be confident in the quality of our teaching and your learning experience at EIT.

EIT is one of the top ITPs in New Zealand for research excellence due to the quality of our community centred research, and associated publications and level of government and external grant income. This means that your lecturers use the latest knowledge and research in their field of expertise to inform their teaching, and many are at the forefront of knowledge creation within their discipline area.

NAME	QUALIFICATION	NAME	QUALIFICATION
Nikki Lloyd Programme Coordinator	ATTTO L4 qualified, IATA/UFTAA Dip, NCertAdEd&T. 12 years industry experience, travel Tutor for 22 years.	Anne Keech Hawke's Bay Campus	NCertAdEd&Trng. Over 30 years industry experience, travel Tutor for 17 years.
Karen Banks Hawke's Bay Campus	BA (IntTourism) (Hons), Cert Post Compulsory Education & Training. Nine years industry experience, travel Tutor for 12 years.	Natalie Torrance Tairāwhiti Campus	BHP (ExSci), GradDipTchg, CertTL&Tchg. Travel tutor for 11 years.

ENGLISH LANGUAGE ENTRY REQUIREMENT

If English is not your first language you are required to have attained an acceptable level of English language fluency. This may be demonstrated in a variety of ways, including successful study in English, completion of a New Zealand Certificate in English Language [Level 3], approved scores on IELTS tests (Academic score of 5.0 with no band score lower than 5), completion of accepted international equivalents, or completion of an EIT Hawke's Bay assessment.

ENTRY WITH CREDIT

You may already have some knowledge or skills that can be recognised as part of your intended study. This may take a number of different forms including study while at high school, study at a private training establishment, workplace training or other tertiary study. If you think you may qualify, you may want to apply for Cross Credit (CC).

- ▶ CC is based in the equivalency of courses or qualifications. You would apply for CC if you have passed a very similar course at the same level.

You will be asked to provide details of anything that you would like to be considered as credit toward your intended programme of study, as part of your application.

You must apply prior to enrolment. CC cannot be awarded for a course if you are already enrolled in that course. An original transcript or notice of results from the institute at which you previously studied, (or verified copies) will be required for all applications.

For further information and enquiries about Cross Credit, please contact the Programme Coordinator, Nikki Lloyd, on 06 830 1172 or Programme Secretary, Rosie Recter, on 06 869 3074 for Tairāwhiti campus.

Transfers/Cross Credits

This qualification has been approved by the New Zealand Qualifications Authority.

This programme leads to the award of a nationally approved qualification. This qualification may be delivered at a number of other tertiary institutes around New Zealand. If you were to transfer to one of those other institutes you may be granted academic credit for some of the papers completed but this is at the discretion of the other institute.

Please note: Fees are not transferable between institutes.

LITERACY AND NUMERACY SKILLS

A Literacy and Numeracy assessment is part of the preparation for all Level 1 to 3 programmes. This is a national requirement from the Tertiary Education Commission (TEC). This information gives your tutors information on what you already know to help them provide the help that you may need in your studies.

There are two assessments. The first assessment will take place within the first three weeks of the programme. The second will be a week or two before you finish the programme. This final assessment will show how you have improved with your Literacy and Numeracy skills.

There will always be a tutor to help you when doing the assessment. The most important

thing to know about this assessment is that you CANNOT fail. You will merely get information on your Literacy and Numeracy skills. The result will NOT have an impact on any of your assessment marks in your course work.

FACILITIES

On the Hawke's Bay campus we have a Travel Centre, which is set up to simulate a travel agency and used for role plays.

ASSESSMENTS

To receive the NZ Certificate in Tourism [Level 3], you must achieve a grade of C- or better averaged across all of the summative assessments in each course. Every summative assessment within a course must be submitted to pass that course. Assessment is ongoing and will take any of the following forms:

- ▶ Product reports, industry journal, role play, case studies, practical demonstrations, online quiz, test, exam, presentations.

THE EXPERIENCE YOU NEED & THE SUPPORT TO SUCCEED

When you study at EIT you'll get the kind of experiences that will help you gain the knowledge and skills to get ahead.

You'll also be supported by lecturers and tutors who are here for you, within a learning environment where you are treated as an individual, not just a number. They'll know your name and you'll receive one-on-one attention to make sure you get the support to succeed.



HOW TO ENROL

There is an easy 3-step process to follow when enrolling at EIT.

STEP 1

Check out the programmes online to see the programmes available for you to study. A copy of the course information for each programme is available online.

STEP 2

You can now use your RealMe verified identity to apply for study at EIT. If you use your RealMe verified identity you will no longer be sent a copy of your application form to sign. You also will not need to provide us with a copy of your primary ID.

If you apply online without using RealMe then you will be sent a summary of your enrolment to check and sign. Your enrolment cannot progress until you have sent this back to us. Please return this quickly along with any documentation we request from you.

You can also apply using a paper enrolment form. Please call us on **0800 22 55 348** and we will send you one out.

You will receive an acceptance letter from your Faculty with programme information. This will include the start date of your study and any special information regarding your programme.

It may also include course selection forms which you need to complete and return to EIT. Depending on your chosen programme of study, you may be invited to attend an interview before you are accepted.

STEP 3

Arrangement for full payment of enrolment fees must be made before the start of your programme. You will receive an invoice with payment details.

Fees-Free government scheme: Tertiary education is fees-free for eligible domestic tertiary students. To check if you are eligible, go to **FeesFree.govt.nz** and enter your National Student Number (NSN). If you are not eligible you will be responsible for paying your fees.

Scholarships and grants: Scholarships and grants make life easier by helping to cover your fees, other costs and living expenses while you study. You don't always need to be an academic high-flyer to qualify. You can find out more about scholarships and other options for paying your fees at **eit.ac.nz**.

StudyLink: If you need to pay for your own study you can choose to apply for your Student Loan and Student Allowance with StudyLink. You should do this early, even if you haven't yet been accepted on your programme. You can change your details later if anything changes. Visit **studylink.govt.nz** to find out more about StudyLink.

STUDENT SERVICES LEVY

The Student Services Levy is a compulsory non-tuition fee that is charged to students enrolled at EIT. The levy is to contribute to the provision of quality student services that support learning. The funds received by EIT from the levy are ring-fenced, meaning they can only be spent on student services.

STUDENT LOANS AND ALLOWANCES

StudyLink is a service of the Ministry of Social Development. Apply well before your programme begins (even if you haven't been accepted yet) so you'll be ready to get your payments when you need them most.

Check out what you qualify for at **studylink.govt.nz**.



THE EXPERIENCE YOU NEED
& THE SUPPORT TO SUCCEED



EASTERN INSTITUTE OF TECHNOLOGY

PROGRAMME INFORMATION

The NZ Certificate in Tourism [Level 3] consists of five courses.. Students must successfully complete each course with a grade of C- or better averaged across all of the summative assessments in each course in order to be awarded the qualification. Every assessment must be attempted. Barista training is included in this qualification.

Course Descriptions

COURSE NO.	BRIEF DESCRIPTION	NO. OF CREDITS	NZQA LEVEL
Customer Service, Sales and Communication			
TOUR3.01	Learn the customer service, communication and sales skills, knowledge and workplace attributes required for an entry level position in the tourism industry.	20	3
Tourism Workplace Practice			
TOUR3.02	This course enables students to develop an understanding of workplace practices and to apply their learning in specific tourism industry contexts. It includes legislation covering human rights, employment, health and safety and privacy as they apply in a tourism workplace. Students also cover knowledge, skills and attributes required to work effectively in a team as a Barista.	10	3
Destination New Zealand			
TOUR3.04	Develop and apply your knowledge of major tourism destinations and attractions to enhance the visitor experience in New Zealand. Contrast the characteristics of New Zealand activities and attractions with relevant International examples and compare domestic and international visitor experiences.	15	3
The Tourism and Travel Industry			
TOUR3.05	This course introduces students to the importance of the tourism and travel industry to the New Zealand economy and the context that tourism and travel employees work within.	15	3
Regional New Zealand			
TOUR3.06	Develop and use an in-depth knowledge of destination attributes and tourism offerings for a region in New Zealand, including history, natural attractions, significant sites and Tourism Māori.	10	3





NZ CERTIFICATE IN TOURISM [LEVEL 3]

ENROLMENT CHECKLIST

Please Ensure

You have returned the following information. Your application cannot be considered if any of this information is missing.

- ▶ Application Form – completed, signed and dated
- ▶ Course Selection Form – completed, signed and dated
- ▶ Evidence of Learning – if you are seeking the cross credit of any courses
- ▶ Health and Fitness Declaration – completed, signed and dated with support information if required
- ▶ Personal Statement Form – completed, signed and dated. Must be in your own words and handwriting
- ▶ Birth Certificate
- ▶ Marriage Certificate or Change of Name document – if you are enrolling under a different name from your birth certificate or you are changing the legal name you are currently enrolled under with EIT.

A current passport may be submitted for name and birth date identification instead of the above documents.

Please be aware that copies of these identification documents must be certified by a JP. Alternatively, originals can be sighted, copied and certified by EIT Registry staff.



Te Kura Kaupapa Tāpoi, Ringa Hora
School of Tourism and Hospitality

NZ CERTIFICATE IN TOURISM [LEVEL 3]

COURSE SELECTION FORM

PLEASE INCLUDE THIS PAGE WITH YOUR ENROLMENT FORM

Applicant's Name:

Please fill out your course selection form by ticking each course that you need to be enrolled into and ticking any courses that you have already achieved and would like cross credited.

An NZQA Record of Learning is required as evidence to be awarded a cross credit.

You must have achieved all unit standards within a course to apply for a cross credit.

Course No	Full Year Enrolment	Credits	Level	To Enrol ✓	Achieved/Cross Credits (Sec/PC Only) ✓
TOUR3.01	Customer Service, Sales and Communication	20	3		
TOUR3.02	Tourism Workplace Practice	10	3		
TOUR3.04	Destination New Zealand	15	3		
TOUR3.05	The Tourism and Travel Industry	15	3		
TOUR3.06	Regional New Zealand	10	3		

Applicant's Signature:

Programme Coordinator/Secretary Signature:

Date:



NZ CERTIFICATE IN TOURISM [LEVEL 3]

HEALTH AND FITNESS DECLARATION

PLEASE INCLUDE THIS PAGE WITH YOUR ENROLMENT FORM

Applicant's Name:

Please answer the following questions. Answering YES to any of these questions will not necessarily result in being excluded from the programme.

Do you have any medical difficulties that may affect your ability to study at EIT?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have any physical difficulties that may affect your ability to study at EIT?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have any psychiatric or psychological difficulties that may affect your ability to study at EIT?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If you answered YES to any of these questions please provide further information on a separate sheet or include the details on the Personal Statement form. You will need to attach a letter from your Health Professional stating that you are fit to study on the programme.	
Are there any personal circumstances e.g. young children, other dependants or transport problems that may affect your ability to attend regularly?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If you answered YES to any of these question please provide further information on a separate sheet or include the details on the Personal Statement form.	

I confirm that all the information contained in this document is true and correct. I understand that giving a false declaration or failing to disclose information may:

- ▶ Prevent me from being accepted onto the programme, or
- ▶ If accepted, prevent me from continuing on the programme.

Applicant's Signature:

Date:



Te Kura Kaupapa Tāpoi, Ringa Hora
School of Tourism and Hospitality

NZ CERTIFICATE IN TOURISM [LEVEL 3]

PERSONAL STATEMENT

PLEASE INCLUDE THIS PAGE WITH YOUR ENROLMENT FORM

Applicant's Name:

Please tell us why you have chosen this particular programme (this must be in your own words and handwriting) if you have already completed any study in tourism and travel, please include the details here:

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Applicant's Signature:

Date: