

NZ Diploma in Tourism and Travel [Level 5]

Upon completion of this diploma you'll be able to assist in the delivery of a quality visitor experience in a tour group company, an airport or within many other areas of the tourism industry.

The programme includes an overnight study tour, work experience, and the theoretical knowledge required for a bar manager's certificate.

LOCATION	Hawke's Bay
START	February
LENGTH	One year full-time
CONTACT	Margaret Skews Phone: 06 830 1421 Email: mskews@eit.ac.nz





TE AHO A MĀUI

For NZ Citizens and Permanent Residents



TePūkenga

EASTERN INSTITUTE OF TECHNOLOGY

eit.ac.nz | 0800 22 55 348 |   

Get on board a fast-growing global business

The programme consists of eight courses which will develop your skills to:

- ▶ Apply effective communication skills to support the visitor experience.
- ▶ Manage workplace practices.
- ▶ Develop, analyse and critique tourism business systems and processes.
- ▶ Analyse and evaluate tourism operating environments.

Upon graduating you will be able to support and enhance the visitor experience and uphold the importance of tourism to the New Zealand economy.

You're welcome to make an appointment to discuss your study options with our staff either in person or by phone and you can also arrange a visit to view our facilities.

YOUR FUTURE CAREER OPPORTUNITIES

Your possible employment opportunities include:

- ▶ Airline lounge host
- ▶ Travel consultant
- ▶ Hotel reservationist
- ▶ Airline ground staff

WHAT YOU NEED TO KNOW

NZ Diploma in Tourism and Travel

LEVEL	5	CREDITS	120
LENGTH	One year full-time	FEE*	\$6,000 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 Ringa Hora (Services) Workforce Development Council, 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).

INDUSTRY-BASED TRAINING

You will gain 60 hours industry-based training from the Tourism Business Development (TOUR5.06) course included in this programme.

2023 KEY DATES

PROGRAMME STARTS

Monday, 13 February

PROGRAMME ENDS

Friday, 24 November

SEMESTER HOLIDAYS

10 April - 21 April

26 June - 14 July

25 September - 6 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

On-campus classes are usually scheduled between 8.30am - 1.00pm, Tuesday to Friday.

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

Non-contact Time

You should plan to spend 10 to 15 hours of study per week to complete your study.

ADDITIONAL COSTS

- ▶ \$250 approximately for 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 3; or
- ▶ Any qualification at Level 3 or above from the NZQF; 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.

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

EXPERIENCED LECTURERS

At EIT | Te Pūkenga, you can be confident in the quality of our teaching and your learning experience.

EIT | Te Pūkenga is highly regarded in New Zealand for research excellence due to the quality of our community centred research, our publications and our external grant income provided by funding institutions who have confidence in our research capability. You can be confident 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 <i>Programme Coordinator</i>	ATTTO L4 qualified, IATA/UFTAA Dip, NCertAdEd&T. Thirteen years industry experience, travel Tutor for 23 years.	Karen Banks <i>Hawke's Bay Campus</i>	BA (IntTourism) (Hons), Cert Post Compulsory Education & Training. Ten years industry experience, travel Tutor for 13 years.
Anne Keech <i>Hawke's Bay Campus</i>	NCertAdEd&Trng. Over 30 years industry experience, travel Tutor for 18 years.		

New Zealand Certificate in English Language (Level 4), approved scores on IELTS tests (Academic score of 5.5 with no band score lower than 5), completion of accepted international equivalents, or completion of an EIT | Te Pūkenga 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 CC, please contact the Programme Coordinator, Nikki Lloyd, on 06 830 1172.

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.

FACILITIES

The Travel Centre is set up to simulate a travel agency and is used for role plays.

ASSESSMENTS

To receive the NZ Diploma in Tourism and Travel, 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:

- ▶ Reports, industry journal, case studies, test, exam, presentations, debates, assignments.

EIT IS NOW PART OF TE PŪKENGĀ

Te Pūkenga will bring together New Zealand's Institutes of Technology, Polytechnics, and Industry Training Organisations to build a network of on job, on campus and online learning. The services we offer will not only remain, they will be strengthened by being part of the extensive Te Pūkenga network around the country. Your enrolment for study in 2023 will see you enrolling with Te Pūkenga and becoming part of the extensive Te Pūkenga network around the country.

THE EXPERIENCE YOU NEED & THE SUPPORT TO SUCCEED

When you study at EIT | Te Pūkenga 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 | Te Pūkenga.

Step 1

Check out the programmes online at eit.ac.nz 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 | Te Pūkenga. 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. It will also include course selection forms which you need to complete and return. Your enrolment cannot progress until you have sent the summary and forms back to us.

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. 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 | Te Pūkenga. The levy is to contribute to the provision of quality student services that support learning. The funds received by EIT | Te Pūkenga 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.



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PROGRAMME INFORMATION

The NZ Diploma in Tourism and Travel [Level 5] is a year-long programme, consisting of eight 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.

The unit standards required for a Bar Managers Certificate (LCQ) are included in this qualification.

Practicum / Work Experience

TOUR5.06 includes 60 hours practical work placement in a tourism business.

COURSE DESCRIPTIONS

COURSE NO.	BRIEF DESCRIPTION	NO. OF CREDITS	NZQA LEVEL
TOUR5.01	Communications Practice in Tourism Learn to apply effective corporate communication skills in a range of practical contexts in the tourism industry, including online communication and e-marketing activities. Analyse and review a range of corporate communications from key tourism organisations according to a set of guidelines/criteria.	10	5
TOUR5.02	Managing Tourism Workplace Practices This course introduces students to an understanding of the management of Human Resource practices in a tourism workplace, ensuring compliance with relevant Acts and legislation. Included is planning a team training and development activity.	10	5
TOUR5.03	Tourism Industry Principles Gain an overview of tourism as an industry; from the big picture of global tourism, applying learning to national and local operating environments and identifying how the principles of tourism are applied to support decision making. Students will also participate in a present and future trends debate.	20	5
TOUR5.04	Destination Investigation Analyse and evaluate the key factors that drive and shape development of a destination. This course includes a practical component where students will engage with tourism industry stakeholders during a familiarisation study tour of tourism operations at a specific New Zealand destination, currently planned for Waitomo Caves and Hobbiton.	15	5
TOUR5.05	Marketing in Tourism Students will learn how to apply marketing principles and analysis to support effective marketing planning in a tourism environment.	15	5
TOUR5.06	Tourism Business Development Students will gain the skills and knowledge to enable them to develop a strategy to grow a tourism business. This includes a practical work placement of 60 hours where students will experience real-world practice in a local tourism business.	20	5
TOUR5.07	Fundamentals of Finance and Quality Assurance in Tourism Learn how to analyse and appraise information and data to develop quality assurance systems and how to analyse and evaluate financial data to improve business processes and overall effectiveness.	15	5
TOUR5.08	Tourism Event Planning Learn about the events industry within the broader tourism context, and apply effective planning processes to develop a tourism event. This course includes a practical component where students will get hands on experience of event systems and processes through volunteering at local events. The unit standards required for applying for a Bar Managers Certificate are included.	15	5

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ENROLMENT CHECKLIST

**Please ensure you have returned the following information with your enrolment form.
Your application cannot be considered if any of this information is missing.**

- ▶ Enrolment 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
- ▶ Marriage Certificate or Change of Name document – if you are enrolling under a different name from your birth certificate or if you are changing the legal name you are currently enrolled under with EIT | Te Pūkenga.
- ▶ Birth Certificate

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 our Registry staff.



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

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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 (Admin/PC Only) ✓
TOUR5.01	Communications Practice in Tourism	10	5		
TOUR5.02	Managing Tourism Workplace Practices	10	5		
TOUR5.03	Tourism Industry Principles	20	5		
TOUR5.04	Destination Investigation	15	5		
TOUR5.05	Marketing in Tourism	15	5		
TOUR5.06	Tourism Business Development	20	5		
TOUR5.07	Fundamentals of Finance and Quality Assurance in Tourism	15	5		
TOUR5.08	Tourism Event Planning	15	5		

Applicant's Signature:

Programme Coordinator/Administrator Signature:

Date:

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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 Te Pūkenga?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have any physical difficulties that may affect your ability to study at EIT Te Pūkenga?	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 Te Pūkenga?	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:



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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:

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Applicant's Signature:

Date: