



# NZ Certificate in Tourism

## Level 3

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

Location	Hawke's Bay and Tairāwhiti
Start	February (Hawke's Bay only) and July (Tairāwhiti only)
Length	19 weeks full-time
Contact	Margaret Skews - Hawke's Bay Phone: 06 830 1421 Email: mskews@eit.ac.nz  Karen Mangan - Tairāwhiti Phone: 06 869 3146 Email: kmangan@eit.ac.nz



# 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 in the Tourism industry.

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

## 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
- Front desk administration

Your study pathway could progress onto:

- NZ Certificate in Tourism [Level 4]
- NZ Diploma in Tourism and Travel [Level 5]

## Partnerships

Staff maintain contact with other professionals through organisations such as the 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).



## NZ Certificate in Tourism Level 3, 70 credits



Hawke's Bay and Tairāwhiti



Full-time: 19 weeks



Fee: Visit [fees.eit.ac.nz](https://fees.eit.ac.nz) to see the fees for this programme



## 2025 Key Dates

### Intake One

*Hawke's Bay only*

Starts: Monday, 17 February

Ends: Thursday, 26 June

### Intake Two

*Tairāwhiti only*

Starts: Monday, 21 July

Ends: Thursday, 27 November

### Semester Breaks

14 - 25 April

22 September - 3 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](https://eit.ac.nz/students/timetable).

### Non-contact Time

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

## Additional Costs

- \$130 approximately for a uniform

## Entry Requirements

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.

### Open Entry

- If the delegated authority at the campus/site is satisfied that the applicant has the capability to complete the requirements of the programme.

### Recommendation

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

## English Language Entry Requirements

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 from one test taken in the preceding two years, or an equivalent described in NZQA Rules.

## 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.

### 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.

## 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:

- Role play, case studies, practical demonstrations, online quiz, test, exam, presentations.

## Experienced Lecturers

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

EIT 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.

## Scholarships

Scholarships are a way to help financially support your study. They can make life easier by helping to cover your fees and living expenses while you complete your qualification. You don't always need to be an academic high-flyer to qualify.

Find out what's available at [scholarships.eit.ac.nz](https://scholarships.eit.ac.nz) or for general scholarship information please contact [scholarships@eit.ac.nz](mailto:scholarships@eit.ac.nz).

## 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.

## 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	NZQA Level	No. of Credits
<b>TOUR3101</b>	<b>Customer Service, Sales and Communication</b> Learn the customer service, communication and sales skills, knowledge and workplace attributes required for an entry level position in the tourism industry.	3	15
<b>TOUR3102</b>	<b>Tourism Workplace Practices</b> 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.	3	15
<b>TOUR3103</b>	<b>Destination Aotearoa New Zealand</b> Develop and apply your knowledge of major tourism destinations and attractions to enhance the visitor experience in Aotearoa New Zealand. Contrast the characteristics of Aotearoa New Zealand activities and attractions with relevant International examples and compare domestic and international visitor experiences.	3	15
<b>TOUR3104</b>	<b>The Tourism and Travel Industry</b> This course introduces students to the importance of the tourism and travel industry to the New Zealand economy.	3	15
<b>TOUR3105</b>	<b>Regional Aotearoa New Zealand</b> Develop and use an in-depth knowledge of destination attributes and tourism offerings for a region in Aotearoa New Zealand, including history, natural attractions, significant sites and Tourism Māori.	3	10



# How to Enrol

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

## Step 1

Check out [eit.ac.nz](https://eit.ac.nz) to see the programmes available for you to study. A copy of the course information for each programme is available on our website.

## 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. 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.

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](https://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](https://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](https://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](https://studylink.govt.nz).



### DISCLAIMER:

All information in this publication pertains to New Zealand Citizens or Permanent Residents, and is correct at the time of printing but is subject to change. EIT is a Business Division of Te Pūkenga – New Zealand Institute of Skills and Technology. EIT reserves the right to amend/withdraw programmes or courses. Fees for 2025 will be set by November 2024 and are subject to change.

For the latest information, or for full programme entry requirements visit [eit.ac.nz](https://eit.ac.nz) or phone 0800 22 55 348.

## NZ Certificate in Tourism [Level 3]

### Enrolment Checklist

# Please Note

These forms are to be returned with your completed enrolment form.

Your application cannot be considered if any of this information is missing.

Please complete and return the following:

- ☐ Enrolment Form - completed, signed and dated
- ☐ Course Selection Form - completed, signed and dated
- ☐ Evidence of Learning - if you are seeking Cross Credit for any courses
- ☐ Health and Fitness Declaration - completed, signed and dated with support information if required
- ☐ Personal Statement - completed, signed and dated and in your own words and handwriting
- ☐ Marriage Certificate or Change of Name document (verified copy only) - if you are enrolling under a different name from the one on your National Student Index number

If you do **not** have an active National Student Index number you may need to provide the following information:

- ☐ Birth Certificate (verified copy only)
- ☐ Marriage Certificate or Change of Name document (verified copy only) - if you are enrolling under a different name from your 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 EIT Administration staff.

## NZ Certificate in Tourism [Level 3]

### Course Selection Form

Please include this page with your enrolment form.

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

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

**Please note: You must have achieved all unit standards within a course to apply for a cross credit. Cross credit cannot be awarded for a course if you are enrolled in that course. You must apply prior to enrolment, using this Course Selection Form.**

Course Code	Course Title	Level	Credits	Tick to Enrol	CC and/or RPL (Admin/PC only)
<b>TOUR3101</b>	Customer Service, Sales and Communication	3	15	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOUR3102</b>	Tourism Workplace Practices	3	15	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOUR3103</b>	Destination Aotearoa New Zealand	3	15	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOUR3104</b>	The Tourism and Travel Industry	3	15	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOUR3105</b>	Regional Aotearoa New Zealand	3	10	<input type="checkbox"/>	<input type="checkbox"/>

Applicant Signature: .....

Programme Coordinator  
or Administrator Signature: .....

Date: .....

## NZ Certificate in Tourism [Level 3]

### Health and Fitness Declaration

Please include this page with your enrolment form.

Applicant Name: .....

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

Hospitality programmes require strength and stamina.

Do you have any problems involving addiction to alcohol or illegal substances?	Yes <input type="checkbox"/> No <input type="checkbox"/>
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 the above 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 Signature: .....

Date: .....





## NZ Certificate in Tourism [Level 3]

## Personal Statement

Please include this page with your enrolment form.

Applicant 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 Signature: \_\_\_\_\_

Date: .....