

2024

NZ Certificate in Tourism

Level 4

Kick things off with this certificate and you'll be preparing yourself for a career that will really take you places as you enter the exciting world of tourism. The certificate also includes first aid training.

Upon completion of this qualification you'll be able to assist in the delivery of a quality visitor experience in a tour group company, a travel agency or within many other areas of the tourism industry. You'll also be well prepared for further, higher level study in tourism-related programmes.

Our campus Travel Centre is set up to simulate a real-life travel agency and is used for role-plays between tourism provider and tourist.

Location	Hawke's Bay
Start	July
Length	19 weeks full-time
Contact	Margaret Skews Phone: 06 830 1421 Email: mskews@eit.ac.nz

For NZ Citizens and Permanent Residents



TE AHO A MĀUI



Te Pūkenga

Get on board a fast-growing global business

The NZ Certificate in Tourism (Level 4) includes First Aid training.

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

- Enhance the customer experience
- Apply knowledge of tourism workplace operations
- Apply in-depth knowledge of New Zealand tourism destinations
- Demonstrate knowledge of tourism business systems and processes
- Manage first aid in an emergency

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.

Career and study opportunities

Upon graduating you will be able to assist in supporting the delivery of a quality visitor experience and may also have some responsibility for the performance of others.

Your possible employment opportunities include:

- Attraction supervisor
- i-Site consultant
- Visitor centre advisor
- Hotel receptionist

Your study pathway could progress onto:

- 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).

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 Wednesday.

For a current timetable, please refer to 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

- \$250 approximately for a uniform



NZ Certificate in Tourism Level 4, 60 credits

 Hawke's Bay

 Full-time: 19 weeks

Fee:
 Visit fees.eit.ac.nz to see the fees for this programme

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.

Standard entry

- 40 credits at NCEA Level 1, including 10 Literacy credits and 10 Numeracy credits; or
- NZ2199 Certificate in Tourism (Level 3); or
- a relevant qualification at NZQF Level 2 or above; or
- a recognised equivalent.

EIT | Te Pūkenga 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.

English language entry requirements

International applicants are required to have an IELTS score of 5.5 (general or academic) with no individual band lower than 5 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.

2024 Key dates

Programme starts Monday, 22 July

Programme ends Friday, 29 November

Semester and statutory holidays

Semester break: 30 Sept-11 Oct
HB Anniversary: 25 October
Labour Day: 28 October

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

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 4), 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.



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.

EIT is now part of Te Pūkenga

Te Pūkenga brings 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 not only remain, they are strengthened by being part of the extensive Te Pūkenga network around the country. Your enrolment for study in 2024 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.

Programme information

The NZ Certificate in Tourism (Level 4) consists of four courses. Learners 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. All assessments must be attempted. First Aid training is included in this qualification.

Course descriptions

Course no.	Brief description	NZQA level	No. of credits
TOUR4101	The Customer Experience Learn how to apply product knowledge and customer service skills to enhance the customer experience and develop sales opportunities for the business. Quality in tourism. Complete reservation and documentation processes for inbound and outbound travel products and services, apply customer service and sales techniques to complete the sale.	4	15
TOUR4102	Tourism Workplace Practices This course introduces learners to operational planning and risk management applied to work place practices such as finance, employment, team leadership and health and safety. Plan a conference to meet client requirements. First aid training is included.	4	10
TOUR4103	Destination Development Learn how to appraise a New Zealand tourism destination and apply that knowledge to enhancing the visitor experience. Evaluate options for a new tourism venture, and present an effective destination training session.	4	20
TOUR4104	Tourism Systems and Processes This course introduces learners to the systems and processes used in the day to day running of tourism and travel businesses. It includes practical components where learners will learn to use and evaluate computerised reservation systems for the international distribution of a tourism product.	4	15

How to enrol

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

Step 1

Check out 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 | 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.

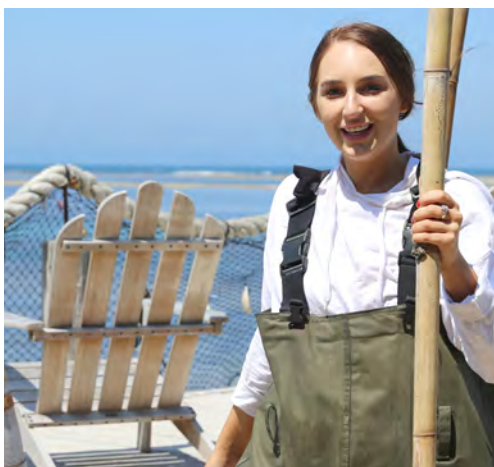
Student services levy

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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NZ Certificate in Tourism (Level 4)

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 | Te Pūkenga Administration staff.



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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)
TOUR4101	The Customer Experience	4	15	<input type="checkbox"/>	<input type="checkbox"/>
TOUR4102	Tourism Workplace Practices	4	10	<input type="checkbox"/>	<input type="checkbox"/>
TOUR4103	Destination Development	4	20	<input type="checkbox"/>	<input type="checkbox"/>
TOUR4104	Tourism Systems and Processes	4	15	<input type="checkbox"/>	<input type="checkbox"/>

Applicant signature:

Programme Coordinator
or Administrator signature:

Date:

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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 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 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:

