



- Business Studies
- Cultural Tourism
- Tourism Operations & Guiding
including First Aid
- Travel & Tourism

OUR VISION

**“TO PROVIDE EXCELLENCE IN TOURISM & TRAVEL
EDUCATION & TRAINING WITH EMPHASIS ON CURRENT
& FUTURE COMMERCIAL MARKET NEEDS”**

SUBJECT BREAKDOWN

Business Studies

- Unit 112 Produce information using word-processing functions**
Students will develop word-processing skills and apply word-processing functions.
- Unit 2780 Describe and operate a personal computer system**
Students will be able to demonstrate knowledge of the hardware components of a personal computer system; describe the operation of the system and application software of a personal computer; operate a printer; demonstrate operation and maintenance of a personal computer system; and demonstrate knowledge of ergonomic principles for the safe operation of a personal computer system.
- Unit 2781 Manage and protect computer data**
Students will be able to demonstrate file management; the importance of data protection and how to apply appropriate data protection techniques; and knowledge of the principles and practice of ethics in the storage and transfer of data.
- Unit 2785 Produce and use computer spreadsheets for business use**
Those credited with this unit are able to format data in a spreadsheet, create graphs, manipulate data, write macros and solve problems using a spreadsheet.
- Unit 2787 Create and use a computer flatfile database for business use**
Those credited with this unit standard are able to design a database, index and query a database, create reports, modify screen formats and solve a problem using a database.
- Unit 2789 Plan and design desktop published documents for business use**
Those credited with this unit standard are able to plan and design desktop published (DTP) documents for business use; produce DTP documents for business use.
- Unit 5940 Produce a presentation using a desktop presentation**
Students will be able to describe the use of a personal computer application for desktop presentation; design, create, and deliver a presentation.
- Unit 18280 Demonstrate knowledge of and use of email and internet in the tourism & travel industry**
At the completion of this unit, students will be able to demonstrate knowledge of internet and email terminology as it applies; explain the advantages and disadvantages of using email; explain the use and etiquette of the internet and use email and internet for a tourism and travel industry organisation.

Travel & Tourism Subjects

- Unit 18221 Complete tourism and travel administration tasks and use office equipment**
Students will be able to perform tourism and travel administration tasks; operate office and communications equipment used in the tourism and travel industry; develop and/or review, and use a filing system for a tourism and travel organisation.
- Unit 18223 Provide customer service in the tourism & travel industry**
Students will be able to greet customers, establish the requirements, respond to enquiries; provide information and refer to alternative and/or additional services; and deal with a difficult situation in the tourism and travel context.
- Unit 18224 Work in a team in a tourism & travel situation**
Students will be able to participate and solve a problem as a team, in the tourism and travel situation.
- Unit 18225 Sell tourism & travel products to customers & demonstrate knowledge of customer databases**
People credited with this unit will be able to establish rapport and establish the needs of tourism and travel customers. Students will be able to source and provide information to meet the tourism and travel customer's needs; obtain sales of tourism and travel products and/or services; and demonstrate knowledge of the use of customer databases to generate future tourism and travel industry sales.
- Unit 18226 Demonstrate cross-cultural communication for the tourism and travel industry**
Students will be able to define and describe culture; demonstrate knowledge of cultural expectations of visitors, and demonstrate cross cultural communications skills with a visitor to NZ.
- Unit 18228 Provide information about specified regions in New Zealand as tourist destinations**
People credited with this information are able to: provide information to tourists about the history and geography of selected tourist destinations; and provide tourism product information about selected tourist destinations.
- Unit 18232 Read and write English for the tourism & travel industry**
Students will be able to read, comprehend, write and complete forms in a work related context relative to the tourism and travel industry
- Unit 18235 Demonstrate knowledge of International Air Transport Association (IATA) world geography**
Students will be able to locate the IATA Traffic Conference areas and sub-areas, countries, cities, oceans and seas, and time zones on a map of the world. Students will be able to perform encoding and decoding of country and gateway city codes; locate and describe major world tourist attractions; and demonstrate knowledge of time in relation to travel.
- Unit 18237 Perform calculations for the tourism & travel industry**
Students will be able to perform calculations for the tourism and travel industry.
- Unit 18238 Demonstrate knowledge of the tourism industry in NZ**
At the completion of this unit, students will be able to demonstrate knowledge of terms, types and travel styles commonly used in tourism in NZ; demonstrate knowledge of participants in the tourism industry in NZ; and demonstrate knowledge of the significance of the tourism industry to NZ.
- Unit 18282 Advise customers of regulatory requirements for international air travel**
People credited with this unit will be able to advise NZ citizens on passport requirements; and entry and re-entry documentation. Students will be able to advise customers on NZ Customs Service, Ministry of Agriculture and Forestry (MAF), and Civil Aviation Authority (CAA); regulations; health requirements for international travel; check travel documentation for international travel; and brief customers prior to departure.
- Unit 18283 Sell and process travel requests in a wholesale environment**
Students will be able to prepare travel itineraries and quotes for an agent, and complete reservations and documentation for travel.

Travel & Tourism Subjects

- Unit 18209 Respond in writing to enquiries and complaints in the tourism and travel industry**
Students will be able to respond in writing to enquiries in the tourism and travel industry and respond in writing to tourism and travel industry complaints.
- Unit 18210 Demonstrate knowledge of communication & customer service skills in tourism & travel workplaces**
Students will be able to demonstrate knowledge of the communication process in the context of the tourism and travel industry, and identify elements of good service in a tourism and/or travel organisation.
- Unit 18212 Demonstrate knowledge of NZ as a tourist destination**
Students will be able to locate tourist destinations and describe their geographical relationship to each other; locate and describe key geographical features; identify and describe attractions, activities, and events; and identify and describe transport and accommodation services available in NZ to tourists.
- Unit 18213 Demonstrate knowledge of the United Kingdom and Eire as a tourist destination**
Students credited with this unit standard are able to locate countries, cities, and tourist destinations; locate and describe key geographical features; identify and describe attractions and events in the United Kingdom and Eire. Students will be able to identify travel times between cities in the United Kingdom and Eire, and London; describe travel information and related products available, that would assist tourists visiting the United Kingdom and Eire.
- Unit 18215 Demonstrate knowledge of and process domestic air travel**
Students will be able to demonstrate knowledge of services provided for domestic air travellers in NZ; establish customer requirements, source information and produce quotes and itineraries; and complete domestic air travel reservations and related documentation for air travel in NZ.
- Unit 18216 Demonstrate knowledge of and process domestic land transport**
Students will be able to demonstrate knowledge of domestic land transport; establish customers' requirements, source information and produce quotes and itineraries and complete reservations and documentation for land transport in NZ.
- Unit 18217 Demonstrate knowledge of and process domestic & international accommodation**
Students will be able to demonstrate knowledge; determine customer requirements and prepare quotes; and complete reservations and documentation for domestic and international accommodation.
- Unit 18218 Construct & ticket air fares using International Air Transport Association (IATA) principles**
Students will be able to demonstrate knowledge of IATA terms, abbreviations and conditions as they relate to fare construction; construct normal fares using the mileage system; construct special fares using the mileage system; and complete documentation, tickets and process re-issues.
- Unit 18219 Demonstrate knowledge of and process international air travel**
People credited with this unit are able to demonstrate knowledge of international airlines; establish customer requirements, source information, and produce fare quotes for international air travel; and complete reservations and request tickets for international air travel.

Cultural Tourism

- Unit 17578 Explain the concept of whanau and how it relates to tourism**
People credited with this unit standard are able to explain the concept of whanau in a tourism context; and, in a tourism context, the significance of whanau for Maori.
- Unit 17383 Explain Maori place names in a cultural tourism context**
Those credited with this unit standard are able to explain the significance of Maori place names in a tourism context, and explain the importance of correct pronunciation of Maori words in a tourism context.
- Unit 17384 Utilise Maori greetings and farewells from a hosting perspective in a hospitality context**
Students credited with this unit standard will be able to: demonstrate a range of traditional Maori greetings appropriate to tourism; develop skills in introductory Maori communication appropriate to tourism; Communicate in reo Maori for greeting and farewell appropriate to tourism.
- Unit 17391 Discuss the use of Maori language expression in a tourism context**
Upon successful completion of this unit standard students will be able to: identify key forms of Maori communication in a tourism context; and describe key aspects of Maori identity in a tourism context.
- Unit 17786 Explain the importance of respecting Maori customs and practices in a tourism Maori context**
Students credited with this unit standard are able to explain the importance of respecting Maori customs and practices in a tourism Maori context.
- Unit 17788 Explain the significance of natural attractions in a tourism Maori context**
People credited with this unit standard are able to explain in a tourism context the key aspects of selected natural attractions significant to Maori, and the significance and historical explanations of key sites in a local tourism context.
- Unit 17791 Explain the relevance of kaitiaki practices in a tourism Maori context**
People credited with this unit standard are able to explain the relevance of kaitiaki practices in a tourism Maori context, and demonstrate knowledge of the obligations of people to kaitiakitanga.

Tourism Operations & Guiding

- Unit 5562 Present the characteristics of NZ as a visitor destination**
Students will be able to demonstrate knowledge of NZ history and geography, present characteristics of major population groups, ways of life and present NZ's main attributes.
- Unit 18222 Research and market a group tour**
People credited with this unit standard are able to research viability of a group tour; construct a group tour; develop a marketing plan for the group tour; and evaluate the performance of a group tour.
- Unit 18310 Describe how visitors learn from interpretation, and evaluate interpretive techniques**
Students credited with this unit can describe models of learning psychology; describe the relationship between participants' learning styles and development and delivery of interpretive techniques; and evaluate the interpretive techniques for given situations.
- Unit 18312 Prepare and deliver guided interpretation during an extended tour, and gather feedback**
Students will be able to prepare the content for guided interpretation for an extended tour; plan for the delivery of guided interpretation during an extended tour; prepare visitors for an extended tour; deliver guided interpretation during an extended tour; co-ordinate visitors' use of attractions, services, and facilities on an extended tour; conclude the extended tour; describe interpretive feedback, and gather feedback from interpretive activities. The completion of this unit standard will take place once you have obtained a position as a tour guide, by workplace assessment.
- Unit 18313 Prepare and deliver guided interpretation during an excursion, and gather feedback**
Students credited with this unit are able to prepare the content for guided interpretation during an excursion; plan for the delivery of guided interpretation during an excursion; prepare visitors for an excursion; deliver guided interpretation during an excursion; conclude the excursion; describe interpretive feedback, and gather feedback from interpretive activities.
- Unit 18314 Prepare and deliver guided interpretation within an attraction, and gather feedback**
At the completion of this unit, students are able to prepare the content for guided interpretation in an attraction; plan for the delivery of guided interpretation in an attraction; prepare visitors for a visit to an attraction; deliver guided interpretation in an attraction; conclude the guided attraction tour; describe interpretive feedback, and gather feedback from interpretive activities.
- Unit 18317 Demonstrate knowledge of visitor interpretation**
Students will be able to describe the principles of interpretation; describe and compare personal and non personal interpretation.
- Unit 18364 Demonstrate leadership skills in a tour context**
Those credited with this unit are able to describe a range of leadership styles and identify leadership styles for specified tourism contexts, and demonstrate interpersonal skills when leading in a group situation.
- Unit 18365 Manage health and safety in a tourism context**
At the completion of this unit students will be able to demonstrate knowledge of risk management theory; explain the health and safety roles and responsibilities of an

First Aid Subjects

- Unit 6400 Manage first aid in emergency situations**
On completion of this unit students are able to manage first aid in emergency situations.
- Unit 6401 Provide first aid**
Students credited with this unit are able to provide first aid until help arrives.
- Unit 6402 Provide resuscitation level 2**
Students credited with this unit are able to provide resuscitation level 2.

Travel & Tourism Subjects

- Unit 20489 Describe the legal responsibilities of employees in the tourism industry**
Students will be able to describe the responsibilities of employees in a tourism and travel workplace including employee responsibilities in terms of consumer rights.
- Unit 20490 Outline and apply contract legislation relating to the tourism and travel industry**
Students credited with this unit standard are able to: outline legislative relationships that exist between parties in the tourism and travel distribution chain; apply contract law to a given situation in the tourism and travel industries; and identify and apply the laws of tort and agency to a given situation in the tourism and travel industry.
- Unit 21231 Demonstrate knowledge of the sales function and process in tourism and travel work places**
Students will be able to demonstrate knowledge of the sales function within a tourism and travel enterprise, and complete the steps in a sales transaction in a tourism and travel enterprise environment.
- Unit 3727 Demonstrate knowledge of the Pacific Islands as a tourist destination**
Students credited with this unit are able to locate countries; international airports and tourist destinations; identify and describe attractions, activities, and events; describe travel information that would assist tourists visiting the Pacific Islands; and provide information on travel related products available to travellers visiting the Pacific Islands.
- Unit 3734 Process travel requirements using a computer reservation system**
At the completion of this unit, students will be able to operate a computerised reservation system to process travel requirements.
- Unit 3750 Sell, process and advise on foreign exchange for travel**
Students will be able to advise customers on foreign exchange, and sell and process foreign exchange.
- Unit 5070 Develop personal plans for a work role in the tourism & travel industry environment**
Students will be able to examine attitudes and attributes, stress and use of time, in relation to a work role in the travel and tourism industry; evaluate personal attitudes, attributes, stress levels and use of time; and develop, implement and evaluate personal plans for a work role in the tourism and travel industry.
- Unit 18204 Demonstrate knowledge of and process reservations for domestic water transport**
Students will be able to demonstrate knowledge of domestic water transport; establish customer requirements, source information, and produce a quote and an itinerary and complete reservations and documentation for water transport in NZ.
- Unit 18205 Demonstrate knowledge of and process reservations for cruises outside NZ**
Students will be able to demonstrate knowledge of cruises; establish customer requirements, source information, and prepare quotes; and complete a reservation for a cruise outside NZ.
- Unit 18206 Demonstrate knowledge of & process reservations for coach & overland tours outside NZ**
Students will be able to demonstrate knowledge of coach tours and overland tours; establish customer requirements, source information, and prepare quotes; and complete a reservation for a coach tour and/or an overland tour.
- Unit 18208 Process service fee charges in a travel environment**
Students credited with this unit standard are able to brief clients on, and process service fee charges in a travel environment.