

Social Sciences

Tourism

Tourism -12THO National Certificate in Tourism and Travel (Introductory Skills) Level 2

This course covers all the necessary assessment requirements for the Level 2 National Certificate.

Visitor Services in Tourism, History of Tourism and/or Tourism Impacts and Tourism Today
Vocational roles within each tourism sector group. Identification of industry participants. World travel and knowledge of the world's major host countries. Tourism, geography, timetables accommodation, attractions, activities, accessibility and ancillary services. Economic and socio-cultural aspects of society and the environment.

Customer Service Skills

Attend to customer enquiries, provide customer service. Maintain personal presentation for the workplace and provide customer service for international visitors. Communicate with people from other cultures. Listen actively. Participate in a small group or team and write in plain English.

Travel Destinations

Provide information to tourists about the history and geography of selected tourist destinations within NZ. Identify and describe attractions, activities and events for chosen area. Travel destinations to cover NZ and Australia.

Computer Skills

Knowledge and the use of computer applications. Produce work related text using a computer.

Credits: 81 Internal.

Entry Requirements: 16 credits in Level 1 English or equivalent.

Duration: 8 hours tuition plus 3 hours of key competency development.

Materials Fee: \$120

Tourism – 13TOU National Certificate in Tourism and Travel (Core Skills) Level 3

This part-time 8 hour course covers assessment requirements for the above National Certificate. Work placement one day per week may be incorporated into the programme. Includes an optional educational trip.

New Zealand Way of Life

History and geography, tourism industry, business transaction and business documents. Characteristics of NZ ways of life. New Zealand's main attributes as a visitor destination. NZ history and geography. Tourism industry terms and concepts. Domestic and overseas tourism markets and factors affecting future tourism development. The main domestic and overseas tourism markets.

Customer Service Skills and Visitor Information

Communication processes and skills required when working with other cultures in the tourism industry. Provision of appropriate visitor information including appropriate language, payment, referrals, bookings and checking for customer satisfaction. Work experience in the industry arranged at the discretion of the tutor.

Computer Skills

Knowledge and use of computer applications related to course work.

Legal Responsibilities

Show an understanding of legal responsibilities of employees and consumer rights.

Sales

Show an understanding of the sales function and process in tourism and travel. Complete a number of role plays covering the steps and legal requirements during a sales transaction.

Credits: 73 Internal.

Entry Requirements: National Certificate in Tourism Level 2 or at least 16 credits in English or equivalent or IELTS 5.

Duration: 8 hours tuition plus 3 hours of key competency development.

Materials Fee: \$120

