

# EXCITING FUTURE!

**COURSE PROSPECTUS** 

# WHY CHOOSE US?



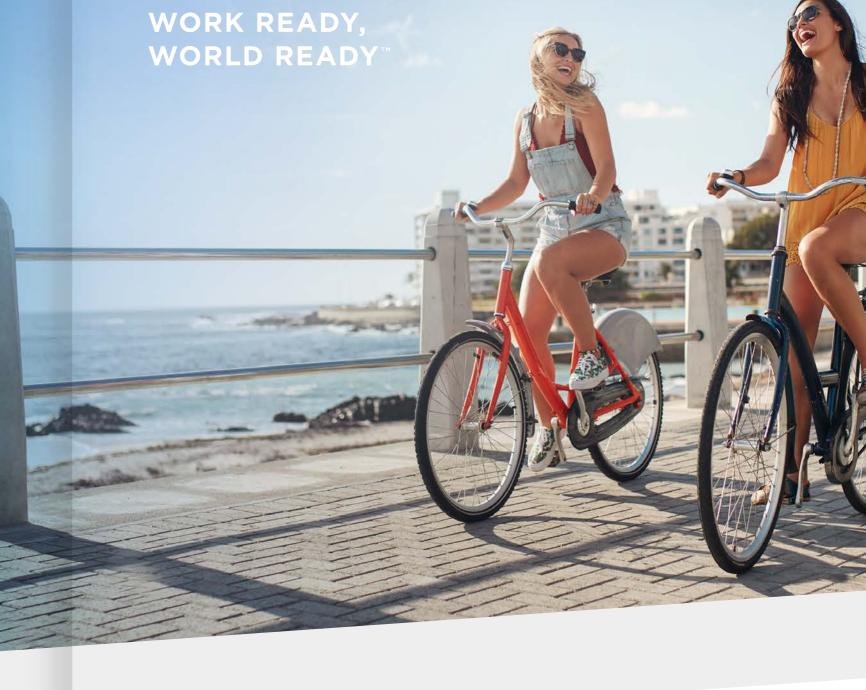
NZ School of Tourism is the country's longest-standing and most well-known education provider for careers in tourism, travel, hospitality, hotels and flight attending. You'll have heaps of fun studying with us, and we'll help you get your dream job.



Whether it's our fun study tours to popular tourist destinations, learning how to nail a job interview, getting hands-on experience with real aircraft equipment, making lifelong friends or going on a paid internship overseas, there's a lot to love about NZ School of Tourism.

Check out what makes us different below.







# **Industry Leaders**

We've been NZ's travel and tourism study leader since 1985. Our industry contacts and national job fairs give students the opportunity to secure jobs before they've even graduated!



# **Study Tours**

Fun and educational domestic tours are included in all courses from Level 4 onwards, giving students the opportunity to experience our tourism industry first-hand.



# **Internships**

Our Level 5 and 6 students have the opportunity to complete a paid domestic or international internship as part of their study.



NZ SCHOOL

OF TOURISM

WILL GET YOU

# **Free Study Options**

Many of our course options are available completely free! Talk to us to check your eligibility.



# **Trusted Professionals**

All programmes are approved by NZQA and are eligible for student loans and allowances. We have campuses in:

AUCKLAND
HAMILTON
ROTORUA
WELLINGTON
CHRISTCHURCH
DUNEDIN

# YOUR TICKET TO A GREAT CAREER



You'll experience study tours to major tourist destinations, attend job fairs where you'll meet real employers, and get hands-on experience in our first-class training facilities.



# Learn everything you need to know to land your dream job.

Our qualifications unlock opportunities for exceptional jobs all over the world, from hotels and tourism operations to adventure tourism and airlines.

You'll build your confidence in a supportive environment while developing vital skills in things like marketing, sales, finance and leadership.

# » Hands-On Training

After training in our real aircraft cabin trainers, aircraft seats or flight attending equipment, you'll know exactly what to expect when you enter the workforce.

# Study Tours

You'll travel to exciting tourism destinations like Rotorua and Queenstown to experience them as a tourist. We'll also take you behind the scenes to see how the magic happens!

# » Paid Internships

Whether you want to travel overseas or get a taste of the local tourism industry, you'll experience what it's like to work for some of the world's leading hotel groups and tourism operators.

# » Industry Relationships

We're in regular contact with the tourism industry, meaning we know exactly what the industry is looking for from our graduates. We continually evolve our offering to ensure students get the best chance of securing a job.

### » Job Fairs

Thanks to our industry relationships, we're often the first port of call when there are positions to fill. We run regular recruitment drives for students to interview for multiple job openings at once.



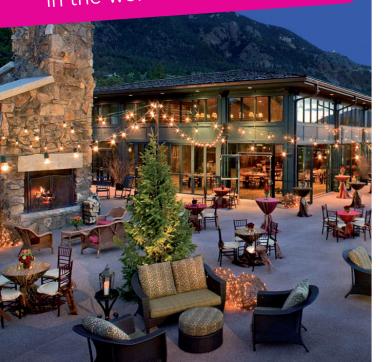
# INTERNATIONAL INTERNSHIPS

Internships and work placements are a key part of studying with NZ School of Tourism, giving you the opportunity to live and work in amazing locations while you earn your qualification. They're also super important in giving you the practical experience and skills needed to help you find a job once you graduate!

Here is just a taste of where your studies could take you.



"I had so much fun at The Broadmoor and gained so much confidence. Now I feel like I can get a job anywhere in the world!"



# The Broadmoor Resort, Colorado Springs

# Where adventure lives

Located in the Rocky Mountains, The Broadmoor has 779 guest rooms, 17 restaurants, cafes and lounges and 19 retail outlets. You will have the opportunity to immerse yourself in resort life on a scale that is just unimaginable in New Zealand.

Imagine using your free time to discover the incomparable sights of Colorado, hike through scenic trails or try authentic Western adventures like horseback riding, archery or canoeing on Cheyenne Lake.

# THE BROADMOOR RESORT ROLES INCLUDE:

# » Front Desk Agent

Greet guests as they enter the resort, answer any questions they may have, recommend activities and restaurants, and answer any phone calls.

# » Food & Beverage

Enjoy putting your customer service skills to use at one of The Broadmoor's many restaurants, cafes and lounges.

# » Golf Club Concierge

Ensure members and guests at The Broadmoor's worldfamous golf club have all the information and assistance they need to have an incredible time on the course.

# » Horse Wrangler

Head up the mountain to the Emerald Valley Ranch for a few days at a time and be immersed in the workings of a real-world ranch. Look after all the guests' needs including drinks, food, dining, as well as grooming the horses and getting them ready each day.

# » Pool Attendant

Ensure guests have everything they need for a great day at the pool. Help them rent paddle boats and bikes, assist in enforcing the pool rules and help keep the pool in tip top shape.

# » Room Service Server

Use your knowledge in food, wine, hospitality and fine dining to provide detailed service to guest rooms. You'll master bar service, coffee service and lunch service in meeting rooms.

# Ritz-Carlton Naples, Florida

# An oceanfront paradise

The Ritz-Carlton is one of the most renowned and regarded hotel names in the world and an amazing place to hone your skills in hotels and resorts. Located in Naples, Florida (not Italy!) the Ritz-Carlton is one of the Sunshine State's most glorious beachfront resorts.

On your days off you'll hang out at the beach with your new friends or maybe try your hand at golf or watersports!



# **Disney World, Florida**

# Where dreams come true

Ever dreamed of working at the most magical place on Earth?

With amazing attractions, rides, shows, parades, fireworks, themed restaurants, and Disney characters at every turn, this opportunity will give you an experience you will remember forever.



This internship is **exclusive** to NZ School of Tourism students.



» DISNEY WORLD ROLES INCLUDE:



Meet & Greet



Rides & C Attractions P



Character Food & Performer Beverage



Vacation ge Planner



# YOUR FLIGHT PLAN





If you know which area you'd like to focus on, choose one of our study pathways.

# **FOUNDATION**

>> If you don't have your NCEA Level 2 or 3, you can start your journey with our foundational courses.



# TRAVEL & TOURISM



# **HOTEL & HOSPITALITY MANAGEMENT**



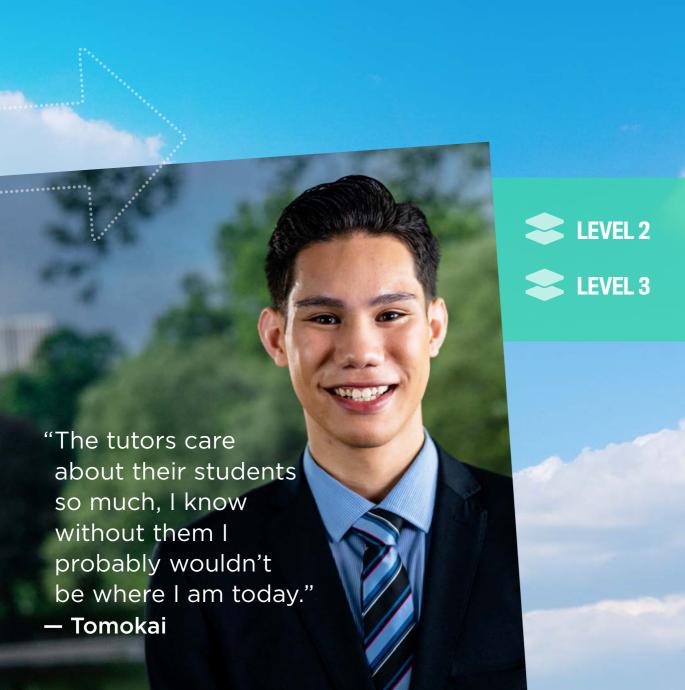
# FLIGHT ATTENDING



course, you can move on to study any of our **Level 5** and **6 courses** to progress your career in flight attending.

# FOUNDATIONAL LEARNING

If you're still at school or don't have your NCEA Level 2 or 3, you can enrol in our fees-free foundational learning courses.



# **COURSE OPTIONS**





# **Tourism & Hospitality** in New Zealand\*

LEVEL 2



22 WEEKS



Why you'll love it: Get a taste of everything we offer in just 22 weeks, and boost your confidence at the same time!

### **Course Overview**

This fees-free course is perfect if you want to study with us but don't have your NCEA Level 2. There's lots of variety and you'll learn heaps of skills, from hospitality and tourism to customer service and team building.

Once you've completed this course, the next step is our Level 3 course which will give you even more opportunities for your future.



# Tourism, Travel & Airline Industry





22 WEEKS



Why you'll love it: Discover where your passion lies in the world of travel & tourism.

#### **Course Overview**

Whether you want to train for a future in tourism or aviation or you're just keen to get a better understanding of how the business world works, this fun course will build your confidence and teach you a broad range of communication, organisational, customer service and problem-solving skills.

# » WHY STUDY OUR FOUNDATIONAL COURSES?



# **Fees Free**

These courses are completely free!



### Qualifications

Achieve Level 2 & 3 while studying something fun and exciting.



### **Inspiring Tutors**

Get the ultimate learning experience from industry-leading tutors with world-class knowledge.



### **Small Classes**

You won't get lost in the crowd here, with class sizes of around 22 students.

TO FIND OUT MORE NZSCHOOLOFTOURISM.CO.N



# STUDENT STORY: BETHANY

"The conventional route to success looks different for everyone," says Bethany.

"During my last year of high school, I was quite lost in terms of what I wanted to do with my life. When I fell short from getting my Level 3 qualification at high school, I didn't really believe in myself. But after doing my Level 3 at the New Zealand School of Tourism, I felt the tutors and the environment really fit my learning style — allowing me to thrive."

Bethany's experience has made her feel prepared to enter the job market. She says her studies have taught her how to be work-ready and world-ready — key skills for a professional in the travel and tourism industry.

"Here we are taught to look at life realistically in preparation for the real world. Our trainers encourage us to present ourselves as professionals when we come into campus. This means always dressing in corporate wear, being on time and striving for excellence each and every day."

"I have very proud Samoan parents. My dad is always pushing me to keep going and reiterates the Samoan line; Fai ma le fa'amaoni, which means keep striving for greatness but do it with humility, confidence and pride. That's what I live my life by and what I've been exercising throughout my studies here."

Embodying "Fai ma le fa'amaoni" and her new-found confidence, Bethany is finishing her Level 6 Diploma in Tourism & Travel Management with the intention of progressing to an even higher level of study.

"Fai ma le fa'amaoni: keep striving for greatness but do it with humility, confidence and pride. That's what I live my life by and what I've been exercising throughout my studies."



# **▶** BETHANY'S NZ SCHOOL OF TOURISM HIGHLIGHTS

### **Course highlight**

created are amazing.

#### Flight path

course and never thought I'd even make it to opportunities I'd have, so I decided to keep learning and growing right through to Level 6.

# What NZ School of Tourism has taught me

academics, presentation and grooming, which is a good thing.

#### Words of advice

When going for jobs and engaging with people in the industry day-to-day, first impressions are

# TRAVEL & TOURISM

Open the door to a world of possibilities and discover what makes you fly in the exciting world of travel and tourism.

» CAREER OPPORTUNITIES:

Travel agent

Theme park operations

Tour guide

Conference and events manager

Hotel reservations ...and loads more!



LEVEL 4

LEVEL 5

LEVEL 6

"Not even a pandemic can stop me from continuing to grow my knowledge and expertise in the travel and tourism industry."

Bethany

# **COURSE OPTIONS**





# Tourism, Hotel & Airline Operations





**16 WEEKS** 



Why you'll love it: You'll visit Hobbiton and experience a tour of the movie set!

#### **Course Overview**

This fun programme will give you a great understanding of the different careers in hospitality and tourism, helping you decide where you'd like to work in the future.

You'll learn valuable transferable skills in customer service, sustainability awareness, business and marketing, preparing you to make a fantastic impression on future employers.



# Tourism & Travel Management





J 32 WEEKS



**Why you'll love it:** Experience a three-day study tour to one of NZ's most popular tourist destinations!

#### **Course Overview**

This is one of the most exciting courses we offer!

Featuring modules such as Walt Disney World, luxury tourism and marketing, plus the opportunity to do a paid internship, this course will help you channel your passion for tourism into a real-world job.



# Diploma in Tourism & Travel Management





32 WEEKS



Why you'll love it: Get the chance to experience a paid domestic or international internship!

# **Course Overview**

This fun and engaging course will get you ready for an exciting career path in tourism.

Covering everything from communication and marketing to environmental sustainability, Māori culture and how to create a world-class visitor experience, this programme will put you in the best position to take your pick of tourism jobs in New Zealand and further afield.





# STUDENT STORY: ASH

Hundreds of our graduates have secured an internship with Walt Disney World resorts in a range of operational roles.

At the age of 22, Ash was offered the opportunity of a lifetime to work at the 'most magical place on earth' — jet setting to Walt Disney World Florida for a 12-month internship.

Ash thrived in her role as a Character Performer — channelling her inner-princess to entertain children and families who came for the whimsical Walt Disner World experience.

"It's hard to believe this was work."

**NZ School of Tourism** 

Radiating confidence in everything that she does, her shy adolescent self has become a distant memory.

I used to be the quietest person in the room. Postinternship, I have evolved into an assertive leader. I see now that I always had it in me, I just needed the right environment."

Prior to her studies, Ash worked long shifts in a role that didn't fulfil her thrill-seeking aspirations for adventure. Now she has work experience with one of the most iconic entertainment outlets in the world and is close to gaining her Level 6 Diploma in Tourism & Travel Management.

"I'm a lively personality with a thirst to learn and explore the world. I'm grateful to the NZ School of Tourism for preparing me for a career in travel and tourism that really harvests that."

# ► ASH'S NZ SCHOOL OF TOURISM HIGHLIGHTS

### Course highlight

My internship at Disney World was a once-in-alifetime experience. People aren't exaggerating when they say it's the best experience of your life — it really is!

# Flight path

I studied at NZST from Level 3 right through to Level 6. I want to keep developing my management and leadership skills.

# What NZ School of Tourism has taught me

Confidence is so important, and NZST has given me the confidence and courage to become a leader. If you're confident in what you're saying, then people will follow you.

# Words of advice

Come to NZST! You don't just learn about tourism, it's so much more than that. If you don't know where you want to be in life, you'll know after studying here.

Learn the skills to work at luxury hotels and resorts around the world.

» CAREER **OPPORTUNITIES:** 

Hotel manager

Conference coordinator

Cafe/restaurant manager

Hotel and resort business development

Event manager

...and loads more!









LEVEL 6

# **COURSE OPTIONS**





# **Tourism, Hotels** & Resorts\*





16 WEEKS



Why you'll love it: Experience a three-day study tour to one of NZ's most popular tourist destinations!

>> If this course isn't available in your area, you can start your career in Hotels and Resorts with our Level 4 Tourism, Hotel & Airline Operations course on page 15.

#### Course Overview

This Level 4 course is all about the exciting and ever-changing world of resorts, conferences and hotel operations.

Whether you dream of running your own hotel or restaurant, or just want the skills to get started in the workplace, this course will equip you with the knowledge, confidence and skills to launch your career anywhere in the world!



# **Hotel & Hospitality** Management



LEVEL 5



**32 WEEKS** 



Why you'll love it: You'll learn the ins and outs of the local hospitality industry and how to land your dream job.

# **Course Overview**

This course will give you the skills you need for a career in hospitality, resorts or hotel management.

As well as understanding everything it takes to run a hotel or hospitality business, you'll learn the ins and outs of business development, leadership, sales and marketing, plus get the opportunity to undertake a paid internship.



# **Diploma in Hotel & Hospitality Management**



LEVEL 6



32 WEEKS



Why you'll love it: Experience a paid internship at an overseas hotel like The Broadmoor Resort in Colorado!

#### **Course Overview**

This course will give you the skills you need to start your journey into a leadership role within the exciting industry of hospitality, resorts and hotel management.

You'll be trained to international standards on business operations like marketing, finance, customer service and room division management, ensuring you're ready to take on the world when you graduate.

> **TO FIND OUT MOR** NZSCHOOLOFTOURISM.CO.N





# STUDENT STORY: BEN

Securing a job at 4.5 star rated hotel, Sudima Hotels, is just the start of 19-year-old Ben's flourishing career in the service industry.

Sudima Hotels is a national network with locations in Auckland, Rotorua, Christchurch, Queenstown and Kaikōura. As the country's first Toitū CarboNZero certified hotel, it exemplifies the best in sustainable architecture and systems with world-class features such as self-care designed rooms and a plantfocused restaurant cuisine.

"I came from pretty humble beginnings. Born in Fiji, my family didn't have a whole lot of career options to choose from — especially jobs that allowed them to live and work in a major city. Their seemingly unreachable dream is within my sights, and I feel so blessed!"

Ben will soon graduate with a Level 6 Diploma in Tourism & Travel Management, and he is bursting at the seams to start working in the industry and progress into a leadership role.

"My next goal is to work at The Broadmoor resort in Colorado Springs in the US. I like the idea of living on my own in a completely different country so I can continue building my confidence and independence."

Ben was nominated to be a student class rep, exemplifying his matured skills in leadership.

"Confidence is the key to you do. I've found that NZ School of Tourism and it has unlocked a me in the tourism and hospitality industry."



# **▶** BEN'S NZ SCHOOL OF TOURISM HIGHLIGHTS

### **Course highlight**

At NZST you're constantly practicing teamwork classwork and assessments. Everyone plays a part in your development, from the trainers to the students.

### Flight path

In high school I wanted to be a flight attendant which is what brought me here in the first place But NZST is so much more than that and I'm so glad I ended up in the management route.

# What NZ School of Tourism has taught me

shy and couldn't talk in front of people, but since being at NZST I've developed so much

# Words of advice

Believe in yourself. Because I was so shy when I started at NZST, I had no idea I would be capable enough to be in a management or leadership role,



# FLIGHT ATTENDING & AVIATION

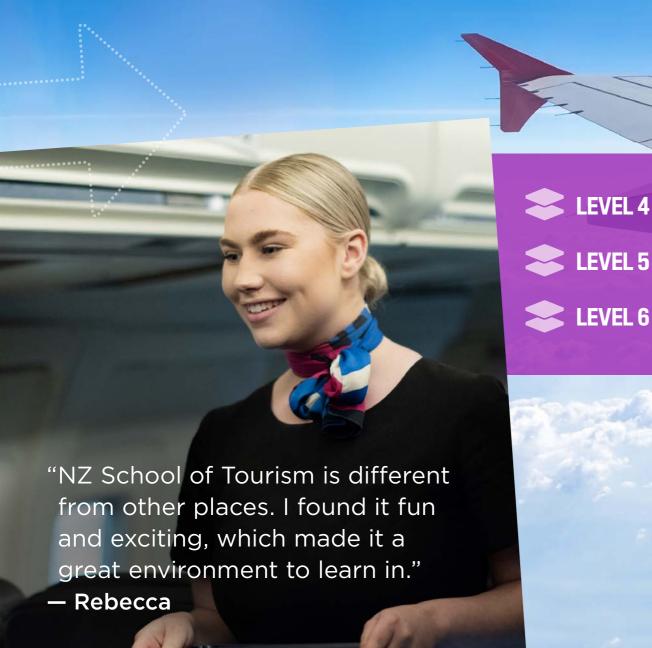
If you're a people person who wants to wake up in a different city every day, flight attending or aviation could be the perfect fit.

# » CAREER **OPPORTUNITIES:**

Flight attendant Flight operations Airport guide Ticketing manager Flight reservations ...and loads more!

LEVEL 5

**LEVEL 6** 



Why you'll love it: Gain insider knowledge about how Walt Disney World operates.

**Hotel & Hospitality Management Diploma** on page 19.

# **COURSE OPTIONS**





# Tourism, Airline & Flight Attending



16 WEEKS



Why you'll love it: Get the chance to experience a four-week flight attending practical course!

#### **Course Overview**

This course will give you a great overview of the tourism and hospitality industries, as well as laying the groundwork for an exciting journey into a successful career as a flight attendant or in aviation.

The aisle is your stage, and we'll help you get there!

This is one of the most exciting courses

Featuring modules such as Walt Disney

World, luxury tourism and marketing, plus



# **Tourism & Travel** Management





32 WEEKS

the opportunity to do a paid internship, this course will help you channel your passion for tourism into a real-world job.

**Course Overview** 

>> You can also choose to study the Level 5



# **Diploma in Tourism** & Travel Management



LEVEL 6



32 WEEKS



Why you'll love it: You'll get to attend our job fairs, meaning you could secure a role before you even graduate!

# **Course Overview**

This course will give you the skills you need to start your journey into a leadership role within the exciting industry of hospitality, resorts and hotel management.

You'll be trained to international standards on business operations like marketing, finance, customer service and room division management, ensuring you're ready to take on the world when you graduate.

> **TO FIND OUT MORE ABOUT THESE COURSES SCAN THE OR CODE OR VISIT** NZSCHOOLOFTOURISM.CO.NZ



# OUR CAMPUSES



Our fun, high-energy campuses are where the magic happens!

You'll get to study and hang out with like-minded people while getting the ultimate learning experience from the best trainers in the industry.

We have campuses throughout the country, so drop in to meet our friendly team and see what makes us different!



You can contact any of our campuses on 0800 10 20 20

# **AUCKLAND CITY**

L6, 360 Queen Street, Auckland

**AUCKLAND AIRPORT**3 Leonard Isitt Drive, Auckland

# **HAMILTON**

L8, 48 Ward Street, Hamilton

# ROTORUA

1178 Pukaki Street, Rotorua

# WELLINGTON

L3, West Wing Wgtn Railway Station, 2 Bunny Street, Pipitea

# **CHRISTCHURCH**

829 Colombo Street, Christchurch

# DUNEDIN

Level 3, 9 Moray Place, Dunedin



# » YOUR WEEK AT NZST



Learn the ins and outs of the aisle.



Head off on your stu

WED

Head off on your study tour. Go jet boating!



Site inspection at an events venue in Rotorua.



Redwoods Treewalk with your NZST mates.

# GENERAL INFORMATION

### **ENTRY CRITERIA**

# **ALL LEVEL 2 Programmes**

- Applicants are required to be a minimum of 15 years of age at start of course (special requirements for 15 & 16 year olds)
- Prefer NCEA Level 1 (80 credits)
- OR equivalent unit standards, course of study or work experience deemed equivalent.

#### **ALL LEVEL 3 Programmes**

- Applicants are required to be a minimum of 17 years of age at start of course
- Have NCEA Level 2 (60 credits) plus NCEA Level 1 (80 credits)
- OR equivalent unit standards, course of study or work experience deemed equivalent.

#### **ALL LEVEL 4 Programmes**

 Have NCEA Level 3 or successfully completed the Tourism, Travel & Airline Industry programme or equivalent.

#### **ALL LEVEL 5 Programmes**

- Applicants must have successfully completed a programme at Level 4
- Achieved a high level of attendance
- Can demonstrate academic capability for Level 5, either through a pre-entry test, or by being endorsed by Management.

### **ALL LEVEL 6 Programmes**

 Applicants must have a Level 5 qualification in travel or tourism.

# **INTERNSHIPS**

Internships in New Zealand and overseas are currently an option for Level 5 & 6 students. Some internships have costs and eligibility criteria. Refer to our website for all the details.

# **LOANS & ALLOWANCES**

#### Fees Free

All New Zealanders who have completed less than half a full-time year of post-school education or training may be eligible to study fees free for their first year, up to a maximum of \$12,000. You can check if you're eligible for fees-free study using the tool on the fees-free website www.feesfree.govt.nz.

#### Student Loan Scheme

If a New Zealand student is not eligible for Fees Free then they should be eligible to get a student loan.

NZ citizens, Australian citizens resident in NZ, NZ residents who have been residing in NZ for 3 years or more and citizens of Tokelau, Niue or Cook Islands are eligible for the Government Student Loan Scheme. Subject to certain conditions students are entitled to borrow the following:

- Compulsory course fees
- Course related costs
- Living costs

# **Course Related Costs**

If you're eligible for fees free study, you still need to apply for a Student Loan if you want to borrow the course-related costs or living costs components. If you need a student loan for course related costs or living costs you will still need to apply through Studylink. It is important that you complete your Studylink application as soon as possible. This is done on their website at www.studylink.govt.nz

# **Processing Applications**

Information for both the allowance and student loan schemes are available from Studylink on their website. Our friendly sales team can check your documentation, authorise photocopies of birth certificates and other documents if needed.

New Zealand School of Tourism is one of the trading names for the registered PTE Yoobee Colleges Ltd. Your enrolment is with Yoobee Colleges Ltd and your qualification is issued by Yoobee Colleges Ltd.

### IMPORTANT INFORMATION

### Work Ready, World Ready™ Criteria

Student must meet the criteria outlined in the Student Handbook to be eligible for the following programme components:

- Any domestic famil trips
- Flight attending practicals
- Conference & events work experience
- · Any domestic or international study tours
- Job fairs
- Future enrolments

A copy of the Student Handbook can be found on the downloads page of our website.

#### **Class Times**

Level 5 & 6 Diploma Programmes are a blended learning model with a combination of on campus, online and self-directed learning to allow students more time before or after class to complete assignments.

A standard week is made up of 12 hours of on campus delivery Monday to Thursday either 9.00am-12.00pm or 1.00pm-4.00pm, 8 hours of online delivery and 20 hours of self-directed learning.

For more information please refer to the student handbook.

# Eligibility for New Zealand School of Tourism Certificates

To gain the New Zealand School of Tourism certificates listed you need to achieve competency in all subjects and meet our Work Ready, World Ready $^{\text{TM}}$  criteria.

Please refer to the Student Handbook on the downloads page of our website for more details.

# **Programme Inclusions and Exclusions**

Detailed information on what is included and excluded can be found in the Student Handbook on the downloads page on our website, or requested from your campus.

# **Corporate Dress**

At New Zealand School of Tourism we want you to be Work Ready, World Ready $^{\text{\tiny{M}}}$  so students are expected to come in corporate clothing.

For more details contact your friendly sales team at the campus on 0800 10 20 20. Your Studylink course related costs can assist you with the purchase of this.

### **Additional Programme Information**

Additional information covering recognition of prior learning, assessment procedures, academic policies etc can be found by either requesting a copy of the Student Handbook from the campus or from the downloads page of our website.

#### Withdrawal, Refund & Complaints Procedures

Please refer to our Student Handbook from the downloads page of our website for information relating to these procedures.

### **Industry Relationships**

All Industry Relationships are current at the time of printing but may be subject to change.

### **OUR CAMPUSES**

# **Auckland City**

Ph 09 303 0181 L6, 360 Queen St PO Box 5975 Auckland 1141

### **Auckland Airport**

Ph 09 275 2495 3 Leonard Isitt Dr PO Box 73-157 Auckland 2150

### Hamilton

Ph 07 838 0022 L8, 48 Ward St PO Box 19 396 Hamilton 3244

#### Rotorua

Ph 07 343 6612 1178 Pukaki St PO Box 1136 Rotorua 3010

### Wellington

Ph 04 471 0398 L3, West Wing Wellington Railway Station, 2 Bunny St PO Box 25-389 Wellington 6011

### Christchurch

Ph 03 377 1794 L1, 829 Colombo St PO Box 25 199 Christchurch 8144

#### Dunedin

Ph 03 477 6825 L3, 9 Moray Pl PO Box 5705 Dunedin 9058

# » HOW TO ENROL

# **KEEN TO GET STARTED?**

# You will need to:

- >> Complete the enrolment form online or contact your local campus to enrol in-person.
- >> Come in with your enrolment form and deposit, along with verification of identify. Please contact the friendly sales team from the campus of your choice if you have any questions.
- >> If you meet all eligibility criteria you then need to pass our entry test and interview.
- >> Once you have been accepted a confirmation letter will be given to you.
- >> Then you can apply for a student loan and/or allowance.

