

## Training for Youth (16-24 years)

# Introduction to Tourism and Business

The programme aims to provide learners with two skill sets that compliment vocational pathways. It is designed to move learners towards more independent study skills in an environment where they are encouraged to take control and drive their own learning experience.

Designed to teach tourism industry skills and a real-life business experience. Vocational, academic, technical and soft skills will support pathway progression. Learners will work towards establishing confident standards of professional practice. The diverse and challenging programme by nature gives learners the opportunity to experience applied literacy, numeracy and language that is supported by digital and financial literacy.

### What do you achieve?

- New Zealand Certificate in Tourism (Introductory Skills) Level 2
- New Zealand Certificate in Business (Introduction to Small Business) Level 3

Learners gain credits towards

- National Certificate of Education Achievement Level 2
- National Certificate of Education Achievement Level 3

The programme begins with all students undertaking the TEC Literacy and Numeracy Evaluation

### What's in it for you?

At the successful completion of this programme, graduates will have gained the New Zealand Certificate in Tourism and the New Zealand Certificate in Business. They will also have a clear understanding of what is expected of them in the workforce as junior employees in a business or tourism environment. Graduates will have met some of the entry level requirements for enrolling in higher levels of learning.

### How long does it take?

1 year = 40 weeks

### Important dates / events

Monday - Friday 9am till 3pm

The first week of each school holiday is your recess week

A detailed handbook will be provided.

57	Provide customer service
18226	Apply cross-cultural communication for the tourism industry
18228	Demonstrate knowledge of specific New Zealand regions as tourist destinations
18237	Perform calculations for a tourism workplace
24724	Demonstrate knowledge of the history of tourism
24725	Describe and analyse the economic impact of tourism
24726	Describe and compare social and cultural impacts of tourism
24727	Describe and compare impacts of tourism on the physical environment
24728	Demonstrate knowledge of work roles in tourism
24729	Demonstrate knowledge of world tourist destinations
24730	Demonstrate knowledge of the business of tourism
24731	Demonstrate knowledge of destination New Zealand
24732	Knowledge of tourist characteristics and needs
29055	Identify business opportunities
30077	Provide Māori culturally inclusive services in the workplace
33019	Communicate in an organisation
29056	Produce an establishment plan for a small business opportunity
29057	Assess the feasibility and viability of a potential small business opportunity
32340	Identify the external environment of a business opportunity/ies
32341	Produce an establishment plan for a small business opportunity/ies