

Curriculum Goals:

The Tourism Operations Level 3 programme provides students with an opportunity to meet leading tourism operators, to experience what they offer visitors to New Zealand, to learn about the unique attractions of different regions and to practice key skills required for the tourism industry. Underpinning the curriculum is the development of crucial personal and social development skills, transferable to any vocational pathway.

The content of the programme represents the basis for an engaging, experiential, practical and varied learning experience. The programme is designed to appeal to students who respond well to learning in a practical environment.

Vocational Pathway: Service Industry

Programme Delivery:

This course is delivered in a 4-day residential block format, with four blocks in total. Each block is delivered in a different region (e.g. Nelson, Golden Bay, Marlborough, West Coast) and is four days in length. Students can pathway onto any of the other tourism programmes delivered by Whenua Iti Outdoors - *Adventure Tourism Leadership Level 2 or Level 3, Uniformed Services Level 2 or Manaaki Tāpoi Level 2 or Level 3.*

The Tourism Industry is New Zealand's largest industry, it is growing rapidly and holds many exciting career opportunities. Explore what you need to succeed in Tourism. Learn why and how Aotearoa, New Zealand, has developed a reputation as one of the world's premier tourism destinations. Meet leading tourism operators, experience what they offer, hear from the tourists and listen to employers about the skills you will need to work in their sectors of the tourism industry. Compare and contrast the attractions, activities and tourism facilities on offer in different regions of Te Tau Ihu and practice some of the skills you will need to succeed

Further course information can be found on the Whenua Iti Outdoors website: www.whenuaiti.org.nz

Personal and Social Development Objectives:

- Increasing willingness to learn
- Understanding and assuming personal responsibility
- Developing belief in self and increasing confidence
- Developing a positive attitude
- Recognising and developing potential
- Developing resilience skills (coping with challenge and change)
- Developing positive communication skills

Learning Objectives:

- Demonstrate verbal communication skills in a wide range of tourism contexts.
- Communicate with people from other cultures.
- Define and describe culture in the context of the tourism industry.
- Apply cross-cultural communication skills with visitors to Aotearoa New Zealand.
- Demonstrate knowledge of methods applied to raise service levels to visitors from other cultures.
- List and use a range of te reo Māori greetings and farewells in tourism.
- Communicate in a team or group which has an objective.
- Set tables in accordance with marae context and tikanga.
- Serve kai to tables in accordance with marae context and tikanga
- Clear tables in accordance with marae context and tikanga.

Tourism Operations

Course Outline

Version: 16.01.2019



Assessment*

Unit No	Title	Level	Credits	Version
18226	Apply cross-cultural communication for the tourism industry	3	3	4
1304	Communicate with people from other cultures	3	2	9
23764	Demonstrate verbal communication skills in a wide range of tourism contexts	3	3	3
17384	List and use a range of te reo Māori greetings and farewells in tourism	3	3	6
21251	Set tables, serve kai and clear tables in a Marae wharekai	2	3	5
9677	Communicate in a team or group which has an objective	2	3	10
9681	Contribute within a team or group which has an objective	3	3	7
Total NZQF Credits			20	

Students will be able to complete up to **14 NCEA Level 3 credits and 6 Level 2 credits** as a part of this course

**Please note some assessments may change.*

Methods of Assessment	Requirement for Successful Completion
Assessment will include:	To successfully complete the course, the student must:
<ul style="list-style-type: none"> • Practical demonstrations • Workbook Completion • Oral presentations 	<ul style="list-style-type: none"> • Successfully complete a minimum of 16 credits • Attend a minimum of three blocks.