

## Service Industry Internship (Level 3)

### Course Outline

Version: 28.08.2019



#### Curriculum Goals:

The Service Industry Internship programme provides students with an opportunity to work for leading tourism operators in the Top of the South Island. Students will experience what services are on offer to visitors of New Zealand, learn about the unique local tourism attractions and practice key skills required for the service 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 for students who are looking to gain essential employment skills for the transition from school to the world of work.

**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 four days in length. Students on completion of the programme can pathway onto further study at a tertiary level or gain entry level employment within the service industry.

Further course information can be found on the Whenua Iti Outdoors website: [www.whenuaiti.org.nz](http://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:

- Provide customer service experiences in a tourism workplace
- Work in a team on a tourism workplace project or task

*In addition, depending on what standards chosen:*

- Explain the importance of Māori place names in tourism
- List and use a range of te reo greetings and farewells in tourism
- Describe key action areas of environmentally responsible tourism
- Describe an environmentally responsible tourism workplace
- Apply environmental principles in a tourism workplace
- Explain Tikanga in tourism Māori
- Discuss Karakia tawhito as it applies to a tourism Māori event
- Examine contemporary karakia as it applies to a tourism Māori event
- Recite a karakia in te reo appropriate to a tourism Māori event

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#### Assessment\*

Unit No	Title	Level	Credits	Version
<b>All students enrolled in the course will be assessed on</b>				
<b>23759</b>	Provide customer service experiences in a tourism workplace	3	10	3
<b>23760</b>	Work in a team on a tourism workplace task or project	3	3	2
<b>In addition, students will have the option to choose TWO of the below standards to be assessed on</b>				
<b>31070</b>	Explain the importance of Māori place names, and use reo Māori greetings and farewells in tourism	3	4	1
<b>17784</b>	Examine and recite appropriate Karakia in tourism Māori	3	5	7
<b>17786</b>	Explain Tikanga in tourism Māori	3	5	7
<b>25352</b>	Demonstrate and apply knowledge of environmental responsibility in a tourism workplace	3	4	3

Students will be able to complete up to **23 NCEA Level 3 credits** as a part of this course

*\*Please note some assessments may change.*

#### Pathway opportunities:

The Service Industry and in particular the Tourism Industry is New Zealand's largest industry, it is growing rapidly and holds many exciting career opportunities. Students will explore what skills they need to succeed in the Service Industry. Students will have the opportunity to work for local tourism operators, experiencing what they offer, interacting with service clients first hand and furthering the skills they need to work in the service sector. This programme is available to students in Year 12 and 13.

Methods of Assessment	Requirement for Successful Completion
Assessment will include:	To successfully complete the course, the student must:
<ul style="list-style-type: none"><li>• Practical demonstrations</li><li>• Workbook Completion</li><li>• Oral presentations</li><li>• Team assessments</li><li>• On-the-job observations</li></ul>	<ul style="list-style-type: none"><li>• Successfully complete a minimum of 13 credits and at least another 4 credits from the options list</li><li>• Attend a minimum of three blocks.</li></ul>