

COURSE INFORMATION - 2012

(1) REGISTRATION AND HOMESTAY INFORMATION

For registration and homestay information, please read the "Enrolment Conditions" on the back of the enrolment form and the "Questions and Answers" section of this booklet.

(2) EnglishPLUS (General English) Courses

(a) Standard course

Course content	A communicative course in general English, covering the skills of speaking, listening, reading and writing.
Course start dates	You may begin your course on any Monday (except public holidays). Choose any length of course from 2 - 48 weeks.
Course times	9.00 am - 12.15 pm (Monday-Friday) 15 hours per week (3 hours each day)
Number of levels	7 levels (Beginner to Advanced)
Maximum class size	18 students (average 14)
Minimum age	You should be 18 years of age or over on the date you start your course.

(b) Intensive course, mornings plus afternoons

Intensive courses are a morning class PLUS an afternoon option. Morning class is for 3 hours each morning (15 hours per week) and an afternoon option (see below) is for 2 hours each day (Monday-Thursday). On Friday afternoon, you can choose 2 hours of self-access study.

Afternoon Options

If you study an Intensive course, you can choose one of the following afternoon options (i) - (x). You can also change options during your course, if you wish. If you do not know which afternoon option you want to study, you can decide when you arrive at Crown. Afternoon options are from 1.15 pm - 3.30 pm (Monday-Thursday). EnglishPLUS afternoon options are subject to demand and may require minimum class numbers to run.

(i) Reading, writing and grammar

Course content	Develops reading, writing and listening skills and grammar knowledge. Uses a variety of interesting and creative learning situations.
Course start dates	Courses begin every Monday of the year (except public holidays). You can choose any length of course from 4 - 48 weeks.
English entry level	Elementary to Advanced

(ii) Conversation

Course content	A lively option which develops listening and speaking skills, with an emphasis on fluency, communication and the use of practical everyday English.
Course start dates	Courses begin every Monday of the year (except public holidays). You can choose any length of course from 2 - 48 weeks.
English entry level	Any level (Beginner to Advanced)

(iii) Activities Programme

Course content	A combination of educational and cultural visits, sports activities and a variety of classroom-based and out of school learning situations.
Course start dates	Courses begin every Monday of the year (except public holidays). You can choose any length of course from 1 - 48 weeks.
English entry level	Any level (Beginner to Advanced)

NOTE: A small additional charge of around NZD 70 is payable each week for entry to activities in this option. This fee will be collected at the school before each week's programme.

(iv) Individual Study Programme (ISP)

Course content	A personalised programme for your individual needs. The ISP uses Crown's multi-media centre and library, featuring audio, DVD and computer equipment.
Course start dates	Courses begin every Monday of the year (except public holidays). You can choose any length of course from 1 - 48 weeks.
English entry level	Any level (Beginner to Advanced)

(v) Pronunciation

Course content	Covers all the sounds used in spoken English, with work on intonation, stress and linking. Highly interactive and enjoyable.
Course start dates	Courses begin every three weeks during the year (except public holidays). Courses are in three week modules.
Course length	3 weeks
English entry level	High Beginner-Elementary, Lower Intermediate and above (2 levels)

(vi) Writing Skills

Course content	Includes letter writing and an introduction to essay writing. Recommended for students who wish to go on to Exam Preparation, EAP or further studies taught in English.
Course start dates	Courses begin every six weeks during the year (except public holidays). The starting dates are: 4 Jan, 13 Feb, 26 Mar, 7 May, 18 Jun, 30 Jul, 10 Sep, 23 Oct 2012
Course length	6 weeks (minimum study 4 weeks)
English entry level	Lower Intermediate, Intermediate (2 levels)

The following courses are offered subject to demand. Please check with Crown for further details:

- (vii) English for Employment
- (viii) English for Business Purposes
- (ix) New Zealand Studies
- (x) Screentime

(3) EnglishPRO Courses

EnglishPRO courses are premium courses for students who are prepared to study harder to achieve their goals. EnglishPRO courses are different from EnglishPLUS courses in some important ways.

- * Each EnglishPRO class has a maximum of 12 students (average 10), allowing more individual attention from your teacher.
- * EnglishPRO courses have a higher workload. You will be expected to do homework regularly.
- * You should join your EnglishPRO class on one of the dates below, and you should enrol for the full course. If you wish to join on any other date, or for a shorter time, the school must approve this before you start the course. If you join for a shorter time, you must still pay the full course fee and resource fee.
- * You must pass an English level test to enter an EnglishPRO course or provide evidence of your English ability. You can sit the test at Crown, or you may ask to sit the test at your Crown retailer's office.

EnglishPRO courses are flexible. You may take them alone or as part of a longer course. You can:

- * Enrol on an EnglishPRO course as a single, stand-alone course.
- * Transfer to or from EnglishPRO courses during your general EnglishPLUS course.
- * Substitute one or more EnglishPRO courses for an EnglishPLUS course.

EnglishPRO tuition fees are the same as for the equivalent number of EnglishPLUS Standard or Intensive course weeks*. You can transfer your tuition fees between EnglishPLUS and EnglishPRO with no transfer charge. You pay an additional resource fee for each EnglishPRO course to cover materials and exam fees (for Cambridge and TESOL courses only),

Cambridge FCE, CAE and CPE classes are guaranteed to run for each start date. Other EnglishPRO courses are subject to demand, and may require minimum class numbers to run.

* TESOL courses have a higher tuition fee

(i) "X" Class	Intensive course
Course content	Focused study in all skill areas. Ideal for students who wish to progress rapidly to a higher level of competence. A high work-load course with additional homework.
Course start dates	Courses begin every six weeks during the year (except public holidays). The starting dates are: 4 Jan, 13 Feb, 26 Mar, 7 May, 18 Jun, 30 Jul, 10 Sep, 23 Oct 2012
Course length	6 weeks
Course times	9.00 am - 3.30 pm (Monday - Thursday), 9.00 am - 12.15 pm (Friday)
English entry level	Elementary, Lower Intermediate, Intermediate, Mid-Intermediate, High-Intermediate, Upper Intermediate (5 levels). Entrance test required.
(ii) EU Module 1	Academic English language preparation for university
Course content	Focused study for students who plan to go on to IELTS, other examination courses or to further study at certificate, diploma or degree level.
Course start dates	31 Jan, 16 Apr, 9 Jul, 24 Sep, 5 Nov 2012
Course length	10 weeks Intensive course
Course times	9.00 am - 3.30 pm (Monday - Thursday), 9.00 am - 12.15 pm (Friday)
English entry level	Lower Intermediate. IELTS 4.0 or equivalent score in Crown test. Entrance test required.
(iii) EU Module 2	Academic English language preparation for university
Course content	Focused study for students who plan to go on to IELTS, other examination courses or to further study at certificate, diploma or degree level.
Course start dates	31 Jan, 16 Apr, 9 Jul, 24 Sep, 5 Nov 2012
Course length	10 weeks Intensive course
Course times	9.00 am - 3.30 pm (Monday - Thursday), 9.00 am - 12.15 pm (Friday)
English entry level	Intermediate. IELTS 4.5 or equivalent score in Crown test. Entrance test required.
(iv) EU Module 3	Academic English language preparation for university
Course content	Focused study for students who plan to go on to IELTS, other examination courses or to further study at certificate, diploma or degree level.
Course start dates	31 Jan, 16 Apr, 9 Jul, 24 Sep, 5 Nov 2012
Course length	10 weeks Intensive course
Course times	Class time between 8.30 am and 12.45 pm or between 1.00 pm and 5.15 pm (Mon-Fri)
English entry level	High Intermediate. IELTS 5.0 or equivalent score in Crown test. Entrance test required.
(v) EU Module 4	Academic English language preparation for university
Course content	Focused study for students who plan to go on to IELTS, other examination courses or to further study at certificate, diploma or degree level.
Course start dates	31 Jan, 16 Apr, 9 Jul, 24 Sep, 5 Nov 2012
Course length	10 weeks Intensive course
Course times	Class time between 8.30 am and 12.45 pm or between 1.00 pm and 5.15 pm (Mon-Fri)
English entry level	Upper Intermediate. IELTS 5.5 or equivalent score in Crown test. Entrance test required.

(vi) Pre-Cambridge Preparation	Preparation for the Cambridge FCE course
Course content	Focused study in all skill areas. Ideal for those students who wish to go to study the Cambridge First Certificate (FCE) course. A high work-load course with additional homework. A Pre-Cambridge course book is used for this course.
Course dates	Part 1 (6 weeks): 4 Jan, 18 Jun, 10 Sep 2012; Part 2 (6 weeks): 13 Feb, 30 Jul, 23 Oct 2012
Course length	6 or 12 weeks Intensive course
Course times	9.00 am - 3.30 pm (Monday - Thursday), 9.00 am - 12.15 pm (Friday)
English entry level	Mid Intermediate. Entrance test required.
(vii) Cambridge General English	Preparation for First Certificate in English (FCE), Certificate in Advanced English (CAE), Certificate of Proficiency in English (CPE) exams
Course content	Includes review of exam techniques and study of sample exam papers.
Course dates	4 Jan – 9 Mar 2012 (FCE, CPE), 4 Jan – 16 Mar 2012 (CAE), 19 Mar – 8 Jun 2012, 10 Sep -30 Nov 2012 (FCE, CAE, CPE).
Exam dates	The exams are held after the course ends in March (last exam 17 Mar 2012 for CAE and 10 Mar 2012 for FCE and CPE), June (last exam 12 (FCE), 13 (CAE), 14 (CPE), Jun 2012) and December (last exam 4 (FCE), 5 (CAE), 6 (CPE) Dec 2012).
Course length	12 weeks (Courses starting on 4 Jan 2012 are 10 weeks (FCE, CPE) and 11 weeks (CAE))
Course times	9.00 am - 3.30 pm (Monday - Thursday), 9.00 am - 12.15 pm (Friday)
English entry level	Upper Intermediate (FCE), Advanced (CAE and CPE). Entrance test required. If below these levels, you should follow an Intensive English course until you reach the right level.
(viii) IELTS	Preparation for the IELTS exam
Course content	Skills building to test preparation.
Course start dates	4 Jan, 13 Feb, 26 Mar, 7 May, 18 Jun, 30 Jul, 10 Sep, 23 Oct 2012
Exam dates	Exams are held regularly in Auckland. Please ask us for details.
Course length	Standard course. Four modules of 6 weeks each.
Course times	9.00 am - 12.15 pm (Monday - Friday)
English entry level	Mid-Intermediate (classes at four levels). Entrance test required. If you are below this level, you should follow an Intensive English course until you reach the right level.
(ix) TOEIC	Two-part course
Course content	Includes review of exam techniques and study of sample exam papers.
Course start dates	4 Jan, 13 Feb, 26 Mar, 7 May, 18 Jun, 30 Jul, 10 Sep, 23 Oct 2012
Exam dates	Crown is an official TOEIC test centre. You may take the TOEIC examination at the school. Please ask Crown for details of exam dates, or visit our website.
Course length	6 weeks or 12 weeks Standard course
Course times	1.15 pm - 3.30 pm (Monday - Thursday)
English entry level	Intermediate. Entrance test required. If you are below this level, you should follow an Intensive English course until you reach the right level.
(x) TESOL	Teaching English to Speakers of Other Languages
Course content	This course introduces trainee teachers to effective English language teaching methods and practice, and prepares them for the Cambridge Teaching Knowledge Test (TKT).
Course start dates	16 Jan – 10 Feb, 12 Mar – 5 Apr, 14 May – 8 Jun, 9 Jul – 3 Aug, 17 Sept – 12 Oct, 30 Oct – 23 Nov
Exam dates	18 Feb, 21 Apr, 23 Jun, 18 Aug, 27 Oct, 8 Dec
Course length	4 weeks Intensive course
Course times	9.00 am - 4.30 pm (Monday - Friday)
English entry level	IELTS 5.0. If you are below this level, you should follow an Intensive English course until you reach the right level. Entrance test and interview required.
Notes	The course contains: 100 hrs classroom study, 40 hrs supervised independent learning and 40 hrs self-directed learning. Trainees complete a portfolio of work. Assessments include practical exercises, tests with oral or written answers, presentations and assignments.

(4) WORKING HOLIDAY and VOLUNTEER WORK

WU6, WU8, WU12 WorksUP (6, 8 or 12 weeks full time English + Working Holiday experience)

Course content	a) 6, 8 or 12 wks EnglishPLUS (Intensive) <i>plus</i> b) An offer of your first paid working holiday job placement
Course achievement	English language level certificate of achievement.
Course length	6, 8 or 12 weeks at Crown + working holiday placement
Course dates	You may start the course on any Monday (except public holidays)
Course times	9.00 am - 3.30 pm (Monday to Friday)
English entry level	Intermediate, IELTS 5.0, TOEIC 550 or Crown entry test. If you are below this level, you should follow an Intensive English course until you reach the right level.

HU6, HU8, HU12 HandsUP (6, 8 or 12 weeks full time English + Volunteer experience)

Course content	a) 6, 8 or 12 wks EnglishPLUS (Intensive) <i>plus</i> b) An offer of one or more volunteer placements <i>plus</i> 12 month volunteer registration
Course achievement	English language level certificate of achievement
Course length	6, 8 or 12 weeks at Crown + volunteer placement(s)
Course dates	You may start the course on any Monday (except public holidays)
Course times	9.00 am - 3.30 pm (Monday to Friday)
English entry level	Lower Intermediate, IELTS 4.5, TOEIC 450 or Crown entry test. If you are below this level, you should follow an Intensive English course until you reach the right level.

Working Holiday and Volunteer work (WU, HU)

Examples of WorksUP jobs: fruit picking, office and clerical work, dishwashing, barista, nanny/child-care (you must hold registered qualifications for this work), au pair, labouring, house-keeping, waiter, cleaning, call centre, telephone sales, distributing leaflets and many more. Current NZ minimum pay rates are NZD 13.00 per hour. This is taxed at a rate of approx. 18-22% per hour.

Examples of HandsUP volunteer work: wildlife conservation, habitat conservation, endangered species conservation, pest control, tree planting and maintenance, team leadership, ecology education, protection fencing, track conservation. Please note that most HandsUP work is outside.

Notes and conditions

WorksUp and HandsUp do not guarantee:

- * the type of work or volunteer project that you will be offered. You must notify us at the time of your application if you have a disability or health problem which may affect your work.
- * the number of hours of work per week. These are determined by your WorksUP or HandsUP employer and will typically be 20 - 40 hours per week.
- * the length of employment or project work. Your Working Holiday visa usually limits each job to a maximum of 12 weeks. Your WH employer will usually ask you to work for 12 weeks. Your volunteer work may be from a single day up to several weeks.
- * the days or times of work. These will vary according to the type of work.
- * that your job or volunteer project will be in a particular location. It may be in a rural area or another city or town.
- * that the work you are offered will be to your complete satisfaction.

Crown cannot be held liable if you:

- * are not satisfied with the type of work offered.
- * are unable to fulfill the requirements laid out by your employer.
- * are dismissed ('fired') or made redundant from the working holiday position offered.
- * enter into a dispute with your employer .
- * are not able to extend your visa / remain in New Zealand for the full length of your employment or volunteer work.

By participating in WorksUP or HandsUP, you agree to indemnify Crown against any claims, liability or costs arising (directly or indirectly) from your participation in these courses. If for any reason, we are unable to place you into paid employment (WorksUP) or volunteer project (HandsUP) after you have been accepted and have paid your full fees, you will receive a reimbursement in full and final settlement of NZD 560. Your Crown tuition and other fees will not be refunded.

(5) VOCATIONAL and INTERNSHIP COURSES

VSA	Vocational Semester Abroad (26 weeks full time)
Course content	a) 12 wks EnglishPLUS (Intensive) <i>plus</i> b) 14 wks Intensive Business Studies <i>or</i> 14 wks Intensive Travel and Tourism <i>or</i> 14 wks Intensive Hospitality
Course achievement	VSA Certificate of Completion. IELTS, TOEIC or Cambridge certificate (if exams are successfully taken)
Course length	26 weeks
Course dates	You may start the course on any Monday (except public holidays)
Course times	English: 9.00 am - 3.30 pm (Monday to Friday). Vocational programme times may vary.
English entry level	Intermediate, IELTS 5.0, TOEIC 550 or Crown entry test. If you are below this level, you should follow an Intensive English course until you reach the right level.
Transfer to CIP	If you reach Upper Intermediate level with acceptable attendance during the VSA, you may apply to transfer to the CIP 32 (below). Additional fees and a six week course extension required.

VYA	Vocational Year Abroad (38 weeks full time)
Course content	a) 24 wks EnglishPLUS (Intensive) <i>plus</i> b) 14 wks Intensive Business Studies <i>or</i> 14 wks Intensive Travel and Tourism <i>or</i> 14 wks Intensive Hospitality
Course achievement	VYA Certificate of Completion. IELTS, TOEIC or Cambridge certificate (if exams are successfully taken)
Course length	36 weeks
Course dates	You may start the course on any Monday (except public holidays)
Course times	English: 9.00 am - 3.30 pm (Monday to Friday). Vocational programme times may vary.
English entry level	Lower Intermediate, IELTS 4.5, TOEIC 450 or Crown entry test. If you are below this level, you should follow an Intensive English course until you reach the right level.
Transfer to CIP	If you reach Upper Intermediate level with acceptable attendance during the VYA, you may apply to transfer to the CIP (below). CIP 32: No additional fees required; CIP 44: Additional fees and a six week course extension required

CIP 32	Crown Internship Programme (32 weeks full time)
Course content	a) 12 weeks EnglishPLUS (Intensive) <i>plus</i> b) 14 wks Intensive Business Studies <i>or</i> 14 wks Intensive Travel and Tourism <i>or</i> 14 wks Intensive Hospitality, <i>plus</i> c) 6 weeks Internship
Course achievement	CIP Certificate of Completion and reference, IELTS, TOEIC or Cambridge certificate (if exams are successfully taken)
Course length	32 weeks
Course dates	You may start the course on any Monday (except public holidays)
Course times	English: 9.00 am - 3.30 pm (Monday to Friday). Vocational programme times may vary. Times as prescribed by your internship employer - Internship Placement
English entry level	Upper Intermediate, IELTS 5.5, TOEIC 650 or Crown entry test

CIP 44	Crown Internship Programme (44 weeks full time)
Course content	a) 24 weeks EnglishPLUS (Intensive) <i>plus</i> b) 14 wks Intensive Business Studies <i>or</i> 14 wks Intensive Travel and Tourism <i>or</i> 14 wks Intensive Hospitality, <i>plus</i> c) 6 weeks Internship
Course achievement	CIP Certificate of Completion and reference, IELTS, TOEIC or Cambridge certificate (if exams are successfully taken)
Course length	44 weeks
Course dates	You may start the course on any Monday (except public holidays)
Course times	English: 9.00 am - 3.30 pm (Monday to Friday). Vocational programme times may vary. Times as prescribed by your internship employer - Internship Placement
English entry level	Intermediate, IELTS 5.0, TOEIC 550 or Crown entry test

Vocational and Internship courses (VSA, VYA, CIP)

These courses offer you the opportunity to add vocational skills for your future career, or gain valuable life and work experience overseas. Benefits include:

- * a unique study option: Internship with Crown in beautiful Auckland – a life experience to enjoy and treasure.
- * career benefits: Enhance your cv with certificates, qualifications and a reference from your internship company.
- * cultural insight: Meet and work alongside New Zealanders. Gain knowledge and make new friends.
- * flexibility: If you do not have the required English entry level at the time of enrolment you may enrol on an EnglishPLUS or EnglishPRO course and apply to transfer onto these programmes when you reach the right level.

Vocational and Internship courses contain one or more of the following components:

Intensive Business Studies

A selection of papers from: Business Communication, Business Computing, Organisation and Management, Accounting Principles, Accounting Practices, Business Finance, Fundamentals of Marketing, The Economic Environment, Introduction to Commercial Law

Intensive Travel & Tourism

A selection of papers from: International and NZ travel and tourism suppliers, World geography, Timetables, Airline and city codes, Fare types, Domestic and international tickets, Passports and visas, Foreign currency, Package holidays, Cruises, Telephone skills, Selling skills, Interview skills, Introduction to Galileo computer reservation system, British Airways Passport into Travel Certificate

Intensive Hospitality

A selection of papers from: Food and Beverage, Hotel reception and service operations, Practical food service skills, Beverage service, Wines and wine producers, Alcoholic beverages, Viticulture, Taking orders, Food safety, Nutrition, Restaurant reservations, Food service styles and menu types, Barista, Hotel reservation systems, Telephone skills, Selling skills, Interview skills

Internship

Internship is a professional placement in Auckland to practise the skills you have learnt at Crown. Our internship companies are from different sectors of business, travel and tourism and hospitality. Please ask us for a sample list of the internship companies we work with. You may request an internship to use any special skills and experience that you may have. We will do our best to meet your needs. We work with specialists in finding internship placements and following your initial interview you will be presented with the best available internship placement. Internship is unpaid and is a minimum of 15 hours and maximum of 30 hours per week. Please note that you may need suitable clothes for your internship. For example, most hospitality internship placements will need you to wear black trousers and a white button-up shirt. Hours may vary and may include nights and weekends. Please contact the college for more information.

Notes and Conditions

- * You may apply to transfer to the internship course while you are studying any other English, vocational or business course. If your application is successful, you must pay any additional fees before starting the course.
- * Before entering the internship section (the final six weeks), you must have successfully completed the first part of your studies with a minimum 80% attendance. If you do not achieve this requirement, we may withdraw you from the internship part of the course. In this case, your Crown internship, tuition, resource and other fees will not be refunded.
- * In entering your internship, you agree to abide by any special terms, conditions and rules set by Crown and the internship company. If you breach these terms and conditions, we may withdraw you from the internship part of the course at any time. In this case, your Crown internship, tuition, resource and other fees will not be refunded.
- * Crown reserves the right to transfer you to another internship company at any time during your course, if, in our sole opinion, a new placement is likely to be more successful. There is no additional charge for this transfer.
- * Crown reserves the right to decline your entry to, or withdraw you from, the internship section of your course (the final six weeks) at any time if, in our sole opinion, the placement is unlikely to be successful. In this case you will receive a reimbursement in full and final settlement of NZD 1,090 for the internship placement. Your Crown tuition, resource and other fees will not be refunded.
- * Examination course students may need to buy a course book, pay outside examination fees and register for the exam. Please ask the school for details.

(6) BUSINESS COURSES

CI 214 Crown Certificate in Business Skills (14 weeks full time)

Course content	Topics include: Income and taxation for personal financial management, Project management, Skills and factors in operating a small business, Human resource management in a business organisation, Taxation, finance and insurance for a small business, Customer satisfaction tools, Apply marketing principles, Retail sales skills and qualities, Communication skills and Customer service
Course achievement	Crown Certificate in Business Skills
Course length	14 weeks
Course dates	7 Feb - 11 May 2012, 26 Mar - 6 July 2012, 21 May - 24 Aug 2012, 9 Jul - 19 Oct 2012, 3 Sep - 7 Dec 2012
Course times	Class time: 20 hours per week from 8.30 am -12.45 pm or from 1.00 pm - 5.15 pm
English entry level	Intermediate, IELTS 5.0 or TOEIC 550 or Crown entry test
Further study	If you pass this course and you have the required English level, you may wish to work towards your New Zealand Diploma in Business by enrolling on CI 320 NZ Dip.Bus (Semester A)

CI 320 New Zealand Diploma in Business (NZ Dip.Bus) Semester A

Course content	<p><i>Paper 400: Accounting Principles:</i> Topics include: The purpose of accounting and its relationship to the business environment; accounting policies, preparation of financial statements using accrual-based accounting for a sole trader / company; analysis and reporting on business performance for a sole trader / company; management accounting tools.</p> <p><i>Paper 550: Business Computing:</i> Topics include: Explanation and evaluation of a business information system; discussion and evaluation of communication technologies; issues associated with computer use and recommended actions to minimise their impact; use of software functions to produce information to meet business requirements.</p> <p><i>Paper 560: Business Communication:</i> Topics include: Theories and process of business communication; the influence of self-concept, perception and culture on the communication process; interpersonal communication skills; oral and written presentation skills; the influence of effective communication management on organisational performance.</p> <p><i>Paper 501: Accounting Practices:</i> Topics include: Processing transactions manually and using commercial accounting software from source documents through to financial statements for a sole trader / small GST-registered company on an invoice basis; processing transactions through subsystems; internal controls; accounting entities; preparation of a cash budget using spreadsheets.</p>
Course achievement	New Zealand Diploma in Business Semester A
Course length	1 semester of 20 weeks (plus holiday break)
Course dates	31 Jan - 22 Jun 2012, 16 Apr - 14 Sep 2012, 9 Jul - 30 Nov 2012, 24 Sep 2012 - 5 Apr 2013
Course times	Class time: 20 hours per week from 8.30 am -1.00 pm or from 1.00 pm - 5.30 pm
English entry level	Advanced, IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing and no less than 5.5 in any other band
Further study	If you pass this course you may wish to work towards your New Zealand Diploma in Business by enrolling on CI 321 NZ Dip.Bus (Semester B). If you pass this course with the required grades you may be eligible to cross-credit some papers to a course of degree study at a university in Auckland (see below)

CI 321 New Zealand Diploma in Business (NZ Dip.Bus) Semester B

Course content	<p><i>Paper 530: Organisation and Management:</i> Topics include: The purpose of organisations and management; the development of management philosophies and their influence on business practices; the influence of environments on organisational behaviour; ethics and social responsibility; problem-solving and techniques to aid decision-making; planning and control; organisational structures; leadership, motivation and delegation; team dynamics.</p> <p><i>Paper 541: Fundamentals of Marketing:</i> Topics include: Concept of marketing within an organisation; environmental factors for marketing decisions; segmentation, targeting and positioning; marketing mix variables for marketing strategy development; the marketing planning process; factors affecting buyer behaviour.</p> <p><i>Paper 510: Introduction to Commercial Law:</i> Topics include: Understanding the legal system; basic principles of the Tort of Negligence; basic principles of the law of contract; basic principles and application of consumer law to everyday situations; aspect of a legal topic affecting business.</p> <p><i>Paper 520: The Economic Environment:</i> Topics include: The nature of economics and analysis of economic problems; the supply and demand model; profit-maximising behaviour; assumptions and failures of the free market model and the role of government; the macro-economic environment; potential effects of free trade and analysis of the impact of the global economy.</p>
Course achievement	New Zealand Diploma in Business Semester B
Course length	1 semester of 20 weeks (plus holiday break)
Course dates	31 Jan - 22 Jun 2012, 16 Apr - 14 Sep 2012, 9 Jul - 30 Nov 2012, 24 Sep 2012 - 5 Apr 2013
Course times	Class time: 20 hours per week from 8.30 am -1.00 pm or from 1.00 pm - 5.30 pm
English entry level	Advanced, IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing and no less than 5.5 in any other band
Further study	If you pass this course you may wish to work towards your New Zealand Diploma in Business by enrolling on CI 322 NZ Dip.Bus (Semester C). If you pass this course with the required grades you may be eligible to cross-credit some papers to a course of degree study at a university in Auckland (see below)

CI 322 New Zealand Diploma in Business (NZ Dip.Bus) Semester C

Course content	<p><i>Paper 602: Management Accounting:</i> Topics include: types of cost; costing systems; overheads; job orders; process costing; activity-based costing; budgets; sensitivity analysis; price and quantity variances; performance measurement; inventory management and planning; relevant costs; cost-volume-profit; pricing decisions; management accounting information for decision-making.</p> <p><i>Paper 630: Leadership:</i> Topics include: Concepts of leadership and their relation to business; the influence of culture on leadership; self-evaluation of abilities and leadership potential; application of leadership concepts; leadership and social responsibility.</p> <p><i>Paper 636: Applied Management:</i> Topics include: Identification of a business problem and project proposal for the research of possible solutions (individual or team-work); preparation of a report on the application of management concepts to finding a solution to the problem (individual or team-work); a critical review of the project process and research outcomes.</p> <p><i>Paper 603: Business Finance:</i> Topics include: Understanding the business finance environment; capital budgeting techniques; evaluating investment decisions; applying knowledge of working capital to effectively manage a business; comparing and contrasting financing options; understanding principles of capital; applying business finance knowledge to given situations.</p>
Course achievement	New Zealand Diploma in Business Semester C
Course length	1 semester of 20 weeks (plus holiday break)
Course dates	31 Jan - 22 Jun 2012, 16 Apr - 14 Sep 2012, 9 Jul - 30 Nov 2012, 24 Sep 2012 - 5 Apr 2013
Course times	Class time: 20 hours per week from 8.30 am -1.00 pm or from 1.00 pm - 5.30 pm
English entry level	Advanced, IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing and no less than 5.5 in any other band
Further study	If you pass this course you may wish to consider cross-crediting your NZ Dip.Bus papers towards a course of university study in New Zealand. Please see below or ask Crown for further details.

CI 340 New Zealand Diploma in Business (NZ Dip.Bus)

Course content	<i>Three semesters (A, B, C), with course content as above. Semesters should be studied in order</i> Semester A: Accounting Principles, Business Computing, Business Communication, Accounting Practices. Semester B: Organisation and Management, Fundamentals of Marketing, Introduction to Commercial Law, The Economic Environment. Semester C: Management Accounting, Leadership, Applied Management, Business Finance
Course achievement	New Zealand Diploma in Business (NZ Dip.Bus)
Course length	60 weeks (3 semesters of 20 weeks, plus holiday breaks)
Course times	Class time: 20 hours per week from 8.30 am -1.00 pm or from 1.00 pm - 5.30 pm
Course dates	31 Jan 2012 – 21 Jun 2013, 16 Apr 2012 – 13 Sep 2013, 9 Jul 2012 – 29 Nov 2013, 24 Sep 2012 – 4 Apr 2014
English entry level	Advanced, IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing and no less than 5.5 in any other band
Further study	If you pass this course you may wish to consider cross-crediting your NZ Dip.Bus papers towards a course of university study in New Zealand. Please see below or ask Crown for further details.

New Zealand Diploma in Business (NZ Dip.Bus) - Extended pathway (EP) programmes

You can enter the NZDipBus with an English level of IELTS 5.0 or 5.5 by choosing an Extended Pathway (EP) course. These combine NZDipBus papers with special English language and Academic Skill courses.

CI 355 New Zealand Diploma in Business (NZ Dip.Bus) EP 5.5

Course content	Semester 1 (20 weeks): English for Academic Preparation course EU 4 (includes Academic Skill for Business Studies) plus two papers of the NZ Dip.Bus Semesters 2, 3 and 10 weeks of semester 4 (50 weeks): 10 NZ Dip.Bus papers
Course achievement	New Zealand Diploma in Business (NZ Dip.Bus)
Course length	70 weeks (3.5 semesters of 20 weeks, plus holiday breaks)
Course times	Class time: 20 hours per week from 8.30 am -1.00 pm or from 1.00 pm - 5.30 pm
Course dates	31 Jan 2012 - 13 Sep 2013, 16 Apr 2012 - 29 Nov 2013, 9 Jul 2012 - 4 Apr 2014, 24 Sep 2012 - 20 Jun 2014
English entry level	IELTS (Academic Module) 5.5 overall with a minimum of 5.5 in Writing

CI 356 New Zealand Diploma in Business (NZ Dip.Bus) EP 5.0

Course content	Semester 1 (20 weeks): English for Academic Preparation courses EU 3 and EU 4 (includes Academic Skill for Business Studies) Semesters 2, 3 and 4 (60 weeks): 12 NZ Dip.Bus papers
Course achievement	New Zealand Diploma in Business (NZ Dip.Bus)
Course length	80 weeks (4 semesters of 20 weeks, plus holiday breaks)
Course times	Class time: 20 hours per week from 8.30 am -1.00 pm or from 1.00 pm - 5.30 pm
Course dates	31 Jan 2012 - 29 Nov 2013, 16 Apr 2012 - 4 Apr 2014, 9 Jul 2012 - 20 Jun 2014, 24 Sep 2011 - 12 Sep 2014
English entry level	IELTS (Academic Module) 5.0 overall with a minimum of 5.0 in Writing

Cross-credits from your Crown NZ Diploma in Business to NZIM

If you complete the required six papers of Crown's NZ Dip.Bus, you can apply to be granted a NZ Institute of Management (NZIM) Diploma in Management (Level 5). There is a fee of approx NZD180 for this cross-credit. Please ask Crown for details.

Cross-credits from your Crown NZ Diploma in Business to other university degrees

You may cross-credit your New Zealand Diploma in Business (NZ Dip.Bus) towards a business degree at a New Zealand university. You may be able to complete your degree in only two more years of study. The following Auckland institutions recognise the NZ Diploma in Business; please check their websites for cross-credit details:

Massey University *	www.massey.ac.nz
The University of Auckland	www.auckland.ac.nz
Auckland University of Technology (AUT)	www.aut.ac.nz

* Massey University is our preferred pathway partner. See below for details

(7) CROWN INSTITUTE – MASSEY UNIVERSITY UNILINK PATHWAY

Introduction

Since 1996, Crown and Massey University have offered a fast track to degree success. Students completing Crown's New Zealand Diploma in Business (NZ Dip.Bus) with the required grades can enter Year 1 or Year 2 of the Massey Bachelor of Business Studies (BBS) with credits for their Crown papers. The pathway is overseen by Massey, your guarantee of quality.

The College of Business at Massey attracts students from New Zealand and from 100 countries around the world. Massey's College of Business holds accreditation from AACSB International. Programmes hold endorsements from national and international bodies and professional organizations such as CIMA, ACCA and CFA.

Pathways

Unilink Gateway: This pathway allows you to enter Year 1 of the Massey University BBS degree. You must complete at least four Crown NZ Dip.Bus papers, with a minimum B grade pass mark in each paper.

English Language Entry Level	Crown Course (Business course section)	Minimum Enrolment	Entry to Massey University BBS
IELTS 5.0	CI 356 NZ Dip.Bus EP 5.0	3 semesters (60 weeks)	Year 1
IELTS 5.5	CI 355 NZ Dip.Bus EP 5.5	2 semesters (40 weeks)	Year 1
IELTS 6.0	CI 340 NZ Dip.Bus	1 semester (20 weeks)	Year 1

Unilink Standard Track: This pathway allows you to enter Year 2 of the Massey University BBS degree. You must complete the full Crown NZ Dip.Bus, with an average B grade pass mark across all papers.

English Language Entry Level	Crown Course (Business course section)	Minimum Enrolment	Entry to Massey University BBS
IELTS 5.0	CI 356 NZ Dip.Bus EP 5.0	4 semesters (80 weeks)	Year 2
IELTS 5.5	CI 355 NZ Dip.Bus EP 5.5	3.5 semesters (70 weeks)	Year 2

Unilink Fast Track: This pathway allows you to enter Year 2 of the Massey University BBS degree. You must complete the full Crown NZ Dip.Bus, with an average B grade pass mark across all papers.

English Language Entry Level	Crown Course (Business course section)	Minimum Enrolment	Entry to Massey University BBS
IELTS 6.0	CI 340 NZ Dip.Bus	3 semesters (60 weeks)	Year 2

Notes

Entry to Massey University: You receive a conditional Offer of Place from Massey University when you enrol on Unilink. Your entry to the Massey University Bachelor of Business Degree (BBS) is guaranteed when you pass your Crown course. There are no further tests.

Changing track during your Unilink pathway: The Unilink pathway is flexible. You can apply to change track during your course if you are finding your current track too easy or too difficult. You can also apply to take additional papers to gain faster access to university.

Other Massey University degrees for which you may obtain credit(s) with your Crown NZ Dip.Bus: Bachelor of Aviation Management, Bachelor of Accountancy, Bachelor of Applied Economics, Bachelor of Communication. Please check with Massey University for details of the credits to which you may be entitled.

Unused Crown fees: If you enter Massey University before completing your Crown course, a portion of your unused tuition fees may be transferrable to your degree programme at Massey. Conditions apply. Please ask Crown for details.

Further information about Massey University: Massey has an information desk at Crown, and Massey staff will be able to give you further information about your degree.

(8) TRAVEL AND TOURISM COURSES

CI 115 Crown Certificate in Travel and Tourism (14 weeks full time)

Course content	Topics include: Induction, New Zealand tourism industry, Legislation, Telephone sales, Destination NZ, Destination Australia, Produce workplace documents by computer & process payments, Communication & customer service experiences, Foreign exchange, Travel insurance, Career goals and preparation, Numeric calculations, Work roles, World geography, Industry guest speakers. Options: Blue Lagoon Cruises Programme, Tiare Tahiti Specialist Programme, Hong Kong Specialist Programme, Marriott Hotel Excellence Programme, Hawaii Tourism Kuhina Programme.
Course achievement	Crown Certificate in Travel and Tourism, National Certificate in Tourism Core Skills Level Three. Options: Blue Lagoon Cruises Certificate, Tiare Tahiti Specialist Certificate, Marriott Hotel Excellence Certificate, Hawaii Tourism Kuhina Certificate, Hong Kong Specialist Certificate
Course length	14 weeks
Course dates	7 Feb - 11 May 2012, 21 May - 24 Aug 2012, 3 Sep - 7 Dec 2012
Course times	9.15 am - 3.00 pm (Monday – Friday) 25 hours per week
English entry level	Upper Intermediate, IELTS 5.5 or TOEIC 650 or Crown entry test
Further study	If you pass this course you may wish to continue your studies and enrol on the Crown Certificate in International Travel, Tourism and Airline Studies (CI 135)

CI 122 Crown Certificate in International Travel and Tourism (24 weeks full time*)

This course includes the internationally-recognised IATA/UFTAA Foundation Diploma.

Course content	Topics include: IATA/UFTAA Diploma papers, IATA world geography, Air transport, Travel formalities, Customer service and selling skills, Land and water transport, Hotels, Resorts and Lodges, In flight services, seating and classes, Airport facilities and aircraft types, Foreign exchange, Domestic Air fares and ticketing, International Air fares and ticketing, World time zones, Marketing and selling travel, Travel documents and travel insurance, Crown airfares and ticketing, Business / Technology, IATA/UFTAA External Exam Paper 1 (General knowledge), IATA/UFTAA External Exam Paper 2 (Fares/Ticketing), Computerised Reservation System (Amadeus), Cabin Crew Ticket Online Course Diploma, Flight attendant intro, Career preparation, CV and interview techniques, Travel industry guest speakers, Educational trip. Options: Blue Lagoon Cruises Programme, Tiare Tahiti Specialist Programme, Hong Kong Specialist Programme, Marriott Hotel Excellence Programme, Hawaii Tourism Kuhina Programme.
Course achievement	Crown Certificate in International Travel and Tourism, IATA/UFTAA Level One Foundation Diploma (International qualification), Cabin Crew Ticket Online Course Diploma, Options: Blue Lagoon Cruises Certificate, Tiare Tahiti Specialist Certificate, Marriott Hotel Excellence Certificate, Hawaii Tourism Kuhina Certificate, Hong Kong Specialist Certificate. Please ask for details of unit standards.
Course length	24 weeks (2 terms of 12 weeks, plus one holiday break) *The course starting on 30 Apr 2012 is an 18 week course with a one-week holiday break
Course dates	9 Jan - 7 Sep 2012, 20 Feb - 7 Sep 2012, 30 Apr - 7 Sep 2012, 10 Sep 2012 - 29 Mar 2013
Exam dates	March 2012, September 2012 and March 2013 (exact dates to be advised)
Course times	9.15 am - 3.00 pm (Monday to Friday) 25 hours per week
English entry level	Intermediate, IELTS 5.0 or TOEIC 550 or Crown entry test
Further study	If you pass this course you may wish to continue your studies and enrol on the Crown Diploma in Tourism (Management) (CI 141)
Special note	In 2005 IATA/UFTAA ranked Crown third in the world for this qualification, based on our examination results. Since then we have maintained our excellent standards.

CI 135 Crown Certificate in International Travel, Tourism and Airline Studies (42 weeks full time)

Course content	Crown induction programme, Study skills, Career goals and preparation, Aviation, Communication and customer service experiences, Telephone sales, Produce workplace documents by computer and process payments, Foreign exchange, Travel insurance, NZ tourism industry, Legislation, Destination: Europe or Asia, New Zealand, Australia, USA and Canada, Internet flight bookings, Establish sales client relations, Analyse the future of NZ tourism, Coach and overland tours, Computerised Reservation System (Amadeus), Construct and ticket airfares using IATA principles,
----------------	--

	Domestic and International Air Travel, Educational trip, Industry visits, Cabin Crew Ticket online course certificate and Contiki course & certificate, CV and interview techniques, Numeric calculations, Work roles, World geography, Terminology, Travel brochures, Product info, Travelog back office management system, Industry guest speakers. Options: Blue Lagoon Cruises Programme, Tiare Tahiti Specialist Programme, Hong Kong Specialist Programme, Marriott Hotel Excellence Programme, Hawaii Tourism Kuhina Programme.
Course achievement	Crown Certificate in International Travel, Tourism and Airline Studies, Crown Certificate in Destination Australia, Crown Certificate in International Air Travel, IATA/UFTAA Level One Foundation Diploma (optional), National Certificate in Tourism Core Skills Level 3, National Certificate in Travel - Retail Travel Level 3, National Certificate in Travel Level 4, IATA International Fares and Ticketing Certificate, Cabin Crew E-Learn Diploma and Contiki Programme Certificate. Options: Hong Kong Specialist Programme Certificate, Tiare Tahiti Specialist Programme Certificate, Marriott Hotel Excellence Certificate, Blue Lagoon Cruises Certificate, Hawaii Tourism Kuhina Certificate. Please ask for details of unit standards, levels and credits.
Course length	42 weeks (3 terms of 14 weeks, plus two holiday breaks)
Course dates	7 Feb - 7 Dec 2012, 21 May 2012 - 10 May 2013, 3 Sep 2012 - 23 Aug 2013
Course times	9.15 am - 3.00 pm (Monday to Friday) 25 hours per week
English entry level	Upper Intermediate, IELTS 5.5 or TOEIC 650 or Crown entry test
Further study	If you pass this course you may wish to continue your studies and enrol on the Crown Diploma in Tourism (Management) (CI 141)
Special note	If you successfully complete this course, you have the option to cross credit your qualifications and gain the internationally recognised IATA/UFTAA Level One Foundation Diploma.

CI 141 Crown Diploma in Tourism (Management) (42 weeks full time)

Course content	Topics include: Tourism destination marketing, Supply and demand in tourism, Tourism systems and structures, Requirements for establishing and operating a tourism enterprise, Analyse the social, cultural, environmental, and community contexts of tourism enterprises, Customer service strategies, Factors impacting on the future of NZ tourism, Recruiting staff, Managing conflict in the workplace, Change management in a business operation, Strategic management concepts for organisational planning, Marketing mix, Produce and present sales proposals, Establish costs, prices, and conditions for provision of products and services for a small business, Plan and organise business meetings
Course achievement	Crown Diploma in Tourism (Management), National Diploma in Tourism (Management) Level Five. Please ask for details of unit standards achieved.
Course length	42 weeks (3 terms of 14 weeks, plus three holiday breaks)
Course dates	7 Feb - 7 Dec 2012, 21 May 2012 - 10 May 2013, 3 Sep 2012 - 23 Aug 2013
Course times	9.15 am - 3.00 pm (Monday to Friday) 25 hours per week
Course prerequisite	Previous travel or tourism work experience is preferred but is not essential
English entry level	Advanced, IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing and no less than 5.5 in any other band or Crown entry test
Further study	If you pass this course with the required grades you may be eligible to cross-credit some papers to a course of degree study at university or polytechnic in Auckland. Please ask us for details.

Other travel and tourism courses

If your English level is a minimum of Upper Intermediate (IELTS 5.5, TOEFL 525, TOEIC 650 or equivalent) you can study a number of other travel and tourism courses at Crown. Please ask the college or see our website for course content, start dates and fees for the following courses:

- * CI 117 National Certificate in Travel – Retail Level Three (14 weeks full time)
- * CI 118 National Certificate in Travel Level Four (14 weeks full time)
- * CI 125 Crown Certificate in Travel, Tourism and Airline Studies (28 weeks full time)

(9) HOSPITALITY COURSES

CI 421 Crown Certificate in Hospitality (Beverage Service) (14 weeks full time)

Course content	Topics include: Beverage service skills, Alcoholic and non-alcoholic beverages and beverage service equipment, Liqueurs and hot alcoholic beverages, Cocktails, Beer service, heritage, styles and flavours, New Zealand wines and wine producers, Imported wines, Viticulture, wine making and wine evaluation, Personal presentation, Handling complaints
Course achievement	Crown Certificate in Hospitality (Beverage Service). Please ask for details of unit standards achieved.
Course length	14 weeks
Course dates	21 May - 24 Aug 2012
Course times	9.15 am - 3.00 pm (Monday to Friday) 25 hours per week
English entry level	Upper Intermediate, IELTS 5.5 or TOEIC 650 or Crown entry test
Further study	If you pass this course you may wish to continue your studies, complete the Crown Certificate in International Hospitality (CI 435) and gain your London City and Guilds Diploma in Food and Beverage Service.

CI 422 Crown Certificate in Hospitality (Food Service) (14 weeks full time)

Course content	Topics include: Food service skills, Customer service, Table setting, International menus, Taking reservations, Taking orders, Food safety, Food contamination hazards and control methods, Food and Wine Matching, Culinary products and terms, Basic nutrition, Restaurant knowledge, Food service styles and menu types
Course achievement	Crown Certificate in Hospitality (Food Service). Please ask for details of unit standards achieved.
Course length	14 weeks
Course dates	3 Sep - 7 Dec 2012
Course times	9.15 am - 3.00 pm (Monday to Friday) 25 hours per week
English entry level	Upper Intermediate, IELTS 5.5 or TOEIC 650 or Crown entry test
Further study	If you pass this course you may continue your studies, complete the Crown Cert. in International Hospitality (CI 435) and gain your London City & Guilds Diploma in Food & Beverage Service.

CI 423 Crown Certificate in Hospitality (Operations) (14 weeks full time)

Course content	Topics include: Introduction to food and beverage management, Advanced restaurant food service and selling skills, Food costs and portion control, Food and beverage stock control, Host responsibility, The Sale of Liquor Act, Silver service, Functions set up and service, The art of dining, Barista training, Receive and action payments
Course achievement	Crown Certificate in Hospitality (Operations). Please ask for details of unit standards achieved.
Course length	14 weeks
Course dates	7 Feb - 11 May 2012
Course times	9.15 am - 3.00 pm (Monday to Friday) 25 hours per week
English entry level	Upper Intermediate, IELTS 5.5 or TOEIC 650 or Crown entry test
Further study	If you pass this course you may continue your studies, complete the Crown Cert. in International Hospitality (CI 435) and gain your London City & Guilds Diploma in Food and Beverage Service.

CI 424 Crown Certificate in Hospitality – Hotel Front Office (28 weeks full time)

Course content	Topics include: The hospitality industry, Personal presentation, Domestic and international accommodation, International reception services, Reservations procedures, Mail, messages, and written communications, Hotel and reception services, Business skills and communication, Hotel front office, Fidelio international hotel reservation training, Telephone systems, Accommodation reservations and payments, International visitors and cross-cultural communication, Debtor control functions and hotel accounting, Marriott Hotel Excellence Training Certificate
Course achievement	Crown Certificate in Hospitality – Hotel Front Office. National Certificate in Hospitality Front Office Level Three. Marriott Hotel Excellence Certificate. Please ask for details of unit standards achieved.
Course length	28 weeks (2 terms of 14 weeks, plus one holiday break)
Course dates	3 Sep 2012 - 10 May 2013
Course times	9.15 am - 3.00 pm (Monday to Friday) 25 hours per week
English entry level	Upper Intermediate, IELTS 5.5 or TOEIC 650 or Crown entry test
Further study	If you pass this course you may continue your studies, complete the Crown Cert. in International Hospitality (CI 436) and gain your London City & Guilds Diploma in Food and Beverage Service.

CI 435 Crown Certificate in International Hospitality (Food and Beverage Service) (42 weeks full time)

This course includes the London City & Guilds Diploma in Food and Beverage Service.

Course content	Topics include: Employment law, Advanced restaurant food service skills, Commercial food costs and portion control, Communication skills, Food safety, Alcoholic and non-alcoholic beverages, New Zealand wines and wine producers, Viticulture, wine making and wine evaluation, Imported wines, Liqueurs and hot alcoholic beverages, Cocktails, Beer service, heritage, styles and flavours, Nutrition, Introduction to food and beverage management, International menu knowledge, Barista course, Food service styles and menu types, Reservations for food and beverage service, Advanced restaurant service, The employment relationship and employment law, Commercial functions, Silver service, The art of dining, Introduction to computing, Advanced selling and service skills, Industry visits, Industry guest speakers.
Course achievement	Crown Certificate in International Hospitality (Food and Beverage Service), London City and Guilds International Diploma of Food & Beverage Service, National Certificate in Hospitality Food and Beverage Service Level Three (Bar Service, Barista, Beverage Service, Food Service, Wine Service and Functions Strands). Please ask for details of unit standards achieved.
Course length	42 weeks (3 terms of 14 weeks, plus two holiday breaks)
Course dates	7 Feb - 7 Dec 2012, 21 May 2012 - 10 May 2013, 3 Sep 2012 - 23 Aug 2013
Course times	9.15 am - 3.00 pm (Monday to Friday) 25 hours per week
English entry level	Upper Intermediate, IELTS 5.5 or TOEIC 650 or Crown entry test
Further study	If you pass this course you may wish to continue your studies and enrol on the National Diploma in Hospitality Management (CI 440)

CI 436 Crown Cert. in Int'l Hospitality (Hotel Services & Reception Operations) (42 wks full time)

This course includes the London City & Guilds Diploma in Reception Operations and Services.

Course content	Topics include: International reception services, Reservations procedures, Marketing, Guest accounting procedures, Domestic and international accommodation, Hotel front office, Fidelio international hotel reservation training, International Air Transport Association (IATA) world geography, Cruises, Barista introduction course, Employment relations, Domestic and international travel, Business administration, Travel and tourism training modules, Marriott Hotel Excellence Certificate, CV and interview techniques, Industry visits, Industry guest speakers.
Course achievement	Crown Certificate in International Hospitality (Hotel Services and Reception Operations), City and Guilds International Diploma of Reception Operations and Services, National Certificate in Hospitality Front Office Level Three. National Certificate in Tourism Core Skills Level Three, Marriott Hotel Excellence Certificate, Cabin Crew Ticket Diploma. Please ask for details of unit standards achieved.
Course length	42 weeks (3 terms of 14 weeks, plus two holiday breaks)
Course dates	7 Feb - 7 Dec 2012, 21 May 2012 - 10 May 2013, 3 Sep 2012 - 23 Aug 2013
Course times	9.15 am - 3.00 pm (Monday to Friday) 25 hours per week
English entry level	Upper Intermediate, IELTS 5.5 or TOEIC 650 or Crown entry test
Further study	If you pass this course with the required grades you may be eligible to cross-credit some papers to a course of degree study at university or polytechnic in Auckland. Please ask us for details.

CI 440 National Diploma in Hospitality Management (NDHM) (56 weeks full time)

Course content	Topics include: Three New Zealand Diploma in Business papers, Knowledge of the hospitality industry, Commercial catering applications of kitchen commodities, Commercial food costs and portion control, Staff selection, Telephone systems in the hospitality industry, Customer complaints, Housekeeping services in a commercial hospitality establishment, Analyse the current state of, and factors impacting on the future of New Zealand tourism, Practice food safety methods in a food business, Provide advanced restaurant food service, Provide restaurant silver service to customers, Concepts of supply and demand in tourism, Host responsibility requirements as a duty manager of licensed premises, The Sale of Liquor Act 1989 and its implications for licensed premises, Food and beverage management, Apply specialist knowledge to match food and beverage items on an establishments menu, Interview in a formal situation, Participate in a formal meeting, Hospitality facility utilisation, Commercial accommodation management, Supervise staff under a food safety programme, Purchasing and stores management in a hospitality environment, Hospitality management and control systems, Alcoholic and non-alcoholic beverages and beverage service equipment, Lead a team to achieve an objective, Manage interpersonal conflict,
----------------	--

Course achievement	Quality customer relations in a small business enterprise, Communication strategies for a culturally diverse workplace, Industry visits, Industry guest speakers. National Diploma in Hospitality Management (NDHM) Level Five. Please ask for details of unit standards achieved.
Course length	56 weeks (4 terms of 14 weeks, plus three holiday breaks)
Course dates	7 Feb 2012 - 10 May 2013, 21 May 2012 - 23 Aug 2013, 3 Sep 2012 – 6 Dec 2013
Course times	9.15 am - 3.00 pm (Monday to Friday) 25 hours per week
Course prerequisite	Previous hospitality work experience is preferred but is not essential
English entry level	Advanced, IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing and no less than 5.5 in any other band or Crown entry test
Further study	If you pass this course with the required grades you may be eligible to cross-credit some papers to a course of degree study at university or polytechnic in Auckland. Please ask us for details.
Flexible study options	Study one term at a time: You can study this 48 week course as four separate 12-week courses. Please ask the college or see our website for details.

National Diploma in Hospitality Management (NDHM) - Extended pathway (EP) programmes

You can enter the National Diploma in Hospitality Management (NDHM) with an English level of IELTS 5.0 or 5.5 by choosing an Extended Pathway (EP) course. These combine NDHM papers with special English language courses.

CI 445 National Diploma in Hospitality Management EP 5.5 (68 weeks full time)

Course content	Term 1 (12 weeks): English skills Terms 2, 3, 4 and 5 (14 weeks each): The remaining NDHM papers
Course dates	13 Feb 2012 - 23 Aug 2013, 7 May 2012 - 6 Dec 2013, 10 Sep 2012 - 9 May 2014
English entry level	Upper Intermediate, IELTS (Academic Module) 5.5 overall with a minimum of 5.0 in writing, or TOEIC 650 or Crown entry test

CI 446 National Diploma in Hospitality Management EP 5.0 (80 weeks full time)

Course content	Term 1 (12 weeks): English skills Term 2 (12 weeks): English skills Terms 3, 4, 5 and 6 (14 weeks each): The remaining NDHM papers
Course dates	13 Feb 2012 - 6 Dec 2013, 7 May 2012 - 9 May 2014, 10 Sep 2012 - 22 Aug 2014
English entry level	Intermediate, IELTS (Academic Module) 5.0 overall with a minimum of 5.0 in writing, or TOEIC 550 or Crown entry test

Other hospitality courses

If your English level is a minimum of Upper Intermediate (IELTS 5.5, TOEFL 525, TOEIC 650 or equivalent) you can study a number of other hospitality courses at Crown. Please ask the college or see our website for course content, start dates and fees for the following courses:

- * CI 420 Crown Cert. in Hospitality (Food and Beverage Service) (28 weeks full time)
- * CI 425 Crown Cert. in Int'l Hospitality (Hotel Services and Reception) – Phase H1 (14 weeks full time)
- * CI 426 Crown Cert. in Int'l Hospitality (Hotel Services and Reception) – Phase H2 (14 weeks full time)
- * CI 427 Crown Cert. in Int'l Hospitality (Hotel Services and Reception) – Phase H3 (14 weeks full time)
- * CI 441 National Diploma in Hospitality Management – Phase ND1 (14 weeks full time)
- * CI 442 National Diploma in Hospitality Management – Phase ND2 (14 weeks full time)
- * CI 443 National Diploma in Hospitality Management – Phase ND3 (14 weeks full time)
- * CI 444 National Diploma in Hospitality Management – Phase ND4 (14 weeks full time)

QUESTIONS and ANSWERS

(1) Auckland

What is Auckland like?

Auckland is a clean, spacious city of around one million people, located between two natural harbours. There are beautiful parks, beaches, bush walks and islands. There is also an exciting city life, with restaurants, shops and entertainment. Auckland is considered to be one of the world's nicest places to live. Auckland has a mild climate, with four seasons and no snow. Spring (Sep to Nov) is 10-22° C; Summer (Dec to Feb) is 14-26° C; Autumn (Mar to May) is 12-24° C; and Winter (Jun to Aug) is 7-16° C. Rain can fall at any time of year.

(2) Our school

What is Crown like?

Crown is a friendly school and our staff are very kind and caring. We take a personal interest in you - we want you to be happy and we want you to enjoy your stay in New Zealand. Crown is one of the largest and most reputable schools in New Zealand. Crown English has about 200-300 students and Crown Institute has about 350-500 students. Over 38 years we have trained thousands of students from many countries.

Is Crown a quality school?

Yes. Established in 1972, Crown is considered to be one of the best schools in New Zealand. Some courses are funded by the NZ Government Ministry of Education and Crown is approved to teach courses from IATA/UFTAA, ATTTO and City and Guilds International. Crown is an official test centre for TOEIC and IATA/UFTAA.

Is Crown different from other schools?

Yes, we have two streams of English language – general and premium (EnglishPLUS and EnglishPRO). Each stream has many course options. We also offer working holiday, volunteer, vocational, internship, business, travel and tourism and hospitality studies. If you have Intermediate level English, it is easy to extend or transfer from your English studies to take these courses. You can meet New Zealand students at Crown as most of our vocational students are New Zealanders.

Where is Crown located?

Crown is located on nine levels of a modern building at 10-14 Lorne Street. It is just a few minutes walk from the city centre, with transportation, exciting cafes, shops, movie theatres and entertainment.

Where do Crown's students and teachers come from?

At any time, students from 20-30 countries are studying with us. Crown Institute also has many New Zealand students, so you have the chance to meet real "kiwis". You can find our current student numbers at www.crownenglish.crown.ac.nz/nationality.php. Crown's teachers are all qualified professionals and they are also kind and friendly. They come from New Zealand, as well as from other English-speaking countries.

What are Crown's facilities like?

Crown has forty spacious classrooms. There is a language lab, computer rooms, free internet and email, free wireless access, a multi-media self-study room with DVDs, computers, CD-ROMs and audio. There are also movies, newspapers, books, magazines and self-study packs for all levels and skill areas. The study lounge has an extensive library and ample computers (all with free internet and email access). There is a student lounge and kitchen with a lovely outdoor terrace. The Crown career centre, aircraft training facility, hotel check-in and Southern Cross Travel Agency training areas are all located in the building.

What will happen on my first morning at Crown English?

Your homestay family will help you come to school on your first day. You should arrive at Crown around 8.45 am. You will need to bring paper and pens, your passport (we will copy some pages and return it to you) and also NZD 50 for your text book deposit. Please pay this at Student Services (Level 1, 10 Lorne Street) after your placement test. This is refunded when you return your text book in good condition at the end of your course. At 9.00 am you should be in the Self Access Centre (Level 2, 10 Lorne Street) where you will sit a simple test so that we can place you in the right class. After coffee, you will take a tour around the school to meet our staff and see the facilities. Your counsellor will explain important points to you in your own language and you will sign documents indicating that you understand our policies. You will also need to show that you have adequate travel and medical insurance for your stay.

What if the other students are better than me?

After you sit your placement test on your first morning at Crown, we will put you in a class that is just right for you. The other students in your class will all be at your level. We have many different classes, from Beginner to Advanced. We also have regular tests to make sure that you always continue at the correct level, even as your English improves.

How many students will there be in my class?

Crown's General English (EnglishPLUS) classes have an average of 12-14 students in a class, with a maximum of 18. Crown's EnglishPRO classes have an average of 8-10 students in a class, with a maximum of 12. Crown's business, travel and hospitality classes have an average of 20-24 students in a class.

Is Crown closed for public holidays and for Christmas holidays?

Yes. Crown is closed on the following dates in 2012: Public holidays: 2-3 Jan (New Year), 30 Jan (Auckland Anniversary Day), 6 Feb (Waitangi Day), 6 Apr (Easter Friday), 9 Apr (Easter Monday), 25 Apr (Anzac Day), 4 Jun (Queen's Birthday), 22 Oct (Labour Day). There will also be no classes 24 Dec 2012 to 4 Jan 2013 as this covers the Christmas – New Year period that includes the following four public holidays: 25-26 Dec 2012 (Christmas holidays), 1-2 Jan 2013 (New Year). Students on vocational courses have additional study and holiday breaks. Please see the course information for details. There are no refunds for short study weeks.

I may want to take a break during my course. Is this possible?

Yes. If your attendance has been good, you can ask to take authorised breaks or holidays from your English course. You can usually take up to two weeks holiday for each 12 weeks of your course. We will extend your course accordingly.

Is it easy to make friends at Crown?

Yes, Crown is a great place to make friends. Crown has students from many countries, and many of these students enrol for long-term courses. The new friends you meet at Crown will often be there with you for quite a long time. We also have a range of activities and social events, which will help you, meet new people.

What if I wish to extend my studies at Crown?

By the end of your course, you may not want to leave, and we are happy if you wish to extend your stay. You can extend your studies by contacting your Crown retailer or representative, or by advising us directly. Crown can also help process your visa extension.

Can Crown help me extend or change my visa?

Crown is authorised by the New Zealand government to process certain visa applications. We can extend your student visa, or change your visa status from "visitor" to "student". Please make sure that you process any changes with us before your current visa expires.

What activities does Crown offer?

- (1) Afternoon activity course: If you enrol on an Intensive EnglishPLUS course you can choose the Activities afternoon option. This course has activities each afternoon (Monday-Thursday) from 1.15 – 3.30 pm.
- (2) After-school activities: There are usually activities on Monday-Thursday, after classes finish for the day at 3.30 pm.
- (3) Friday afternoon activities: There are usually optional activities every Friday afternoon.
- (4) Weekend activities: We organise regular weekend trips for our students. These go to exciting places like the Coromandel, Rotorua, Taupo and the Bay of Islands. There are beach trips in summer and skiing trips in winter.
- (5) Parties: We arrange evening parties every couple of months - a great way to make new friends.

Activities include sports (tennis, golf, ten-pin bowling, beach, bush walking, ice skating, scuba-diving, roller-blading, kayaking, horse-riding), sightseeing, restaurant and pub visits, bone carving, painting and other arts and crafts, shopping, visits to attractions in and around Auckland (Sky Tower, cinema, art gallery, gardens, parks, museums, zoo, aquarium) and many others. All activities are optional. You can see a list of the activities each month on the "News" section of our website: www.crown.ac.nz

How much do the activities cost?

The afternoon activity option costs an extra NZD 70 per week. After-school activities cost up to NZD 50 each. Friday afternoon activities range from just a few dollars for transportation up to NZD 80-90 for more expensive activities like horse riding. Weekend activities can involve one or two nights away from Auckland and may cost up to NZD 110-310.

What other costs will there be?

Crown fees are listed on the back cover of this brochure. There are many reasonably-priced cafes within five minutes walk of the school. You will usually travel to the school by bus. Bus fares vary according to your distance from the school. You can expect to pay up to around NZD 50.00 per week for the bus with a weekly 10-trip bus pass. If you are studying on a longer course, you can get a monthly bus pass to travel all around Auckland for around NZD 200 per month.

Can I continue my studies at Crown after I have finished my English course?

Yes. If your English reaches Intermediate level (IELTS 5.0 or TOEIC 550) or above, you can take home more than just an English qualification. Many of our vocational, internship, business, travel and tourism and hospitality courses give you recognised national and international qualifications - your pathway to career success!

Can I get university credits for my Crown qualifications?

Yes. Many institutions offer credits for Crown qualifications. With your Crown Diploma, you will often be able to save up to one year study time for your university degree. Our preferred pathway partner is Massey University, which has a campus in Albany, North Auckland. Please ask us for further details. We can also refer you to degree-level study at the University of Auckland and Auckland University of Technology.

There are many other schools in New Zealand. Why should I choose Crown?

- * Crown is one of the largest schools in New Zealand. This means that we have many different course levels and options. You will have more variety in your studies and your classmates will be at the same level as you are.
- * Crown has both general and premium English course streams. You can choose to study at a normal pace (EnglishPLUS) or you can study harder and achieve your goals more quickly (EnglishPRO).
- * Crown attracts many long-term students, so the friends you meet at Crown will often stay with you for quite a long time. Crown also has a great mix of student nationalities, so you can make friends from many different places.
- * Crown's minimum age is 18 years. You will not have to study with children in the school, or in your class.

- * Crown only accepts individual enrolments. You will not have to study with large tour groups who come to the school for just a few weeks. All of our students enrol as individuals, just like you.
- * Crown offers further study options in internship, business, travel and tourism and hospitality, where you can meet and study with students from New Zealand. We can also refer you on to university study, often with course credits.
- * Crown has a very good welfare support system with counsellors who can help you in your own language.

(3) Our staff

I can't speak English very well! Who can help me?

Don't worry! We have friendly counsellors here at Crown who can assist you! Their job is to make sure that you are happy during your stay with us. If you wish to get information about Crown in your own language, you can contact your counsellor by email at the address below. If your country is not listed here, please contact us at english@crow.ac.nz

Country / Area	Staff member	Email
China, HK, Malaysia	Ms Kim ONG	kim@crow.ac.nz
Europe	Ms Juliana TRUJILLO	juliana@crow.ac.nz
Indonesia	Ms Whinnie SANTOSA	whinnie@crow.ac.nz
Japan	Ms Yoshie WATANABE MEYER	yoshie@crow.ac.nz
Korea	Ms Hye-Ran BAEK	hyeran@crow.ac.nz
Latin America	Ms Juliana TRUJILLO	juliana@crow.ac.nz
New Caledonia, Tahiti	Ms Juliana TRUJILLO	juliana@crow.ac.nz
Saudi Arabia, Gulf States	Mr Qareebullah (Abdul) ABDULJABBAR	abdul@crow.ac.nz
Taiwan	Ms Kim ONG	kim@crow.ac.nz
Thailand	Ms Kallayanee (Pla) CHANTRA	kallayanee@crow.ac.nz
Vietnam	Ms Quynh (Queenie) HA	queenie@crow.ac.nz

(4) Our partner schools and universities

I wish to study away from a big city. Can Crown help me?

Yes. Crown works closely with two partner schools in the South Island. These schools are ideal for students seeking a change from big city life. Crown offers you a choice of courses in a small city (Nelson) or large town (Timaru). Crown can enrol you directly into either of these schools. We will transfer your fees and help with your travel and accommodation arrangements.

NELSON ENGLISH CENTRE (NEC)

www.english-school.ac.nz

Our preferred partner school is Nelson English Centre (NEC). This is a medium-sized school, with an average roll of 50-100 students. It is located in downtown Nelson, in the northern part of the South Island. It specialises in general English and Cambridge examination courses. It has a good academic reputation and has a very high percentage of European students in all months except June and July.

AORAKI POLYTECHNIC

www.aoraki.ac.nz

Aoraki Polytechnic has a small English school with an average roll of just 20-30 students. It is located on the Aoraki Polytechnic campus in Timaru, South Canterbury. You can meet many New Zealand students on the Aoraki campus. You can study English language, as well as certificates and diplomas in business, events management, computing, hospitality and tourism, catering, fashion, arts, design, fiction writing, automotive, complementary therapies and outdoor recreation. You can then progress to degree programmes at university.

I wish to go on to study for a degree in New Zealand. Can Crown help me?

Yes. Crown works with several universities and we can help to place you in their programmes after you complete your Crown Diploma. You can receive university credits for your Crown papers, which can save you time in completing your degree. Our preferred pathway partner is Massey University, which has a campus in Albany, North Auckland.

MASSEY UNIVERSITY

www.massey.ac.nz

THE UNIVERSITY OF AUCKLAND

www.auckland.ac.nz

AUCKLAND UNIVERSITY OF TECHNOLOGY

www.aut.ac.nz

I have been accepted at university but I still have a long time left to study at Crown. Can I transfer my fees to university?

If you are accepted on a degree course at one of our partner institutions you may be able to transfer some of your unused Crown fees to that institution. Please ask Crown for full conditions applying to transfer of fees to university.

I am under 18 years of age. Can I study at Crown?

We do not accept young students. You must be at least 18 years old at the date of starting your course. However, Crown recommends that students under this age contact another English language school in New Zealand. Please contact us for more information.

(5) Enquiries and Enrolment

I have some more questions about Crown. Who can help me?

Please ask your Crown retailer for help. Or you can email a friendly Crown counsellor in your own language (please see section 3 above). You will find our school contact details on the back of our Enrolment Form. We are here to help you and we welcome your enquiries!

How do I enrol at Crown?

You should enrol through one of our authorised representatives or educational consultants. They provide an excellent service and they can be found in many countries. They can help you with your enrolment, visa processing, flight details and many other useful services. If you do not have a Crown retailer, please visit us online at www.crown.ac.nz/internationalstudents/crown-retailers/; we list some of our leading retailers on our website.

(6) At the airport

What will happen at the Airport?

Before you arrive in Auckland, your representative will send us your flight arrival information. We will meet you at the airport. When you arrive at Auckland airport, you collect your baggage and go through Passport and Customs checks. When you come out of the Customs area, look right in front of you for a person holding a sign with your name on it. Our staff member or host family will be there to meet you. We will then take you to your homestay, where you can rest after your trip. Our airport transfer to or from your homestay costs NZD 90 each way. For emergency assistance at the airport please call Student Welfare Manager Ms Cathy Kelly: 0274-879-448.

(7) Accommodation

What accommodation options does Crown offer?

HOMESTAY: You will have your own comfortable room, with a bed, linen and towels, your own desk and a reading light. You will also have a closet or wardrobe to hang up your clothes. Homestays offer breakfast and dinner each day, plus lunch on the weekend. Laundry facilities are available in all homes. Most Crown homestays are within a convenient distance from the school. You will usually travel by bus into Auckland city from your homestay, and the travel time will usually be 30-45 minutes. The bus stop is located a short distance from the school. On your first morning at Crown, your homestay family will bring you to school to show you the way.

HOMESTAYPLUS: You will have all of the accommodation and meal facilities as provided for our regular homestay service above. In addition, this service offers two or more of the following:

- * Convenient location: Your homestay will be located within one of Auckland's inner suburbs, closer to Crown. This means that your travel time to and from the school will be shorter.
- * Private facilities: You will have your own private bathroom facilities.
- * Internet: You will have a dedicated internet connection in your bedroom (the connection is free, and you have around 5GB each month for your use. A computer is not provided, but you will be able to plug in your laptop.
- * Additional conversation and support from your family.

Please note that HomestayPLUS is often in high demand. You should book at least 8 weeks before your course start date.

I am an older student (age 40+). Which accommodation options are suitable for me?

Our regular homestay option is not usually available for older students. Unless otherwise agreed by the school, you will use either HomestayPLUS, Unilodge or Empire studios or apartments. We have a great selection of HomestayPLUS homes with families carefully selected for our older students. We can also assist you to find your own accommodation if you are on a longer course.

What if I don't like my host family?

When you first arrive in Auckland, your Crown counsellor will call you and welcome you to New Zealand. Please mention any concerns to them. It is normal for you to feel a little nervous when you first live with a family in another country. We can usually solve any concerns you have about your homestay. And we can find you another homestay at no extra charge if you really do wish to move.

What if I have a special request - for food, children, pets or health reasons?

We will do our best to meet your needs, but we are not able to guarantee this. Please send your booking as early as possible to avoid disappointment. Please make sure you complete all sections of the enrolment form that relate to your accommodation.

I want to travel with my husband, wife or partner, or a child. How much does homestay cost in these cases?

If you wish to stay in the same room as another adult, each person pays the normal weekly homestay fee. Children under 13 years of age at date of starting the homestay pay NZD 170 per week for homestay or NZD 230 per week for HomestayPLUS. Please note that if you wish to book a homestay for two or more people, you must give us as much notice as possible. It may be difficult to meet special homestay requests if your booking is delayed or late.

What are the check-in and check-out times at homestay?

Usually your homestay family will be happy to welcome you when you arrive from the airport. However, sometimes homestay hosts may be out during the day. You should check this with Crown as soon as you know your flight details. Similarly, you can usually stay at the homestay until you leave for the airport but if your flight is late at night, you may need to pay for that night's accommodation.

What if I wish to take a holiday during my course? Can I leave my homestay for a short time and return?

Yes. You can leave your homestay for a short time, if you need to return to your home country or take a holiday. A holiday from your homestay must be for a minimum of seven nights. To reserve your room while you are away, you must pay a reservation fee of NZD 20 per night (homestay) or NZD 30 per night (HomestayPLUS). You can then safely leave your belongings in your room while you are away. You must give Crown two weeks written notice of your intention to take a holiday from your homestay.

Can I stay longer with my homestay (before or after I finish my course)?

You should plan to arrive a few days before your course begins. You are welcome to stay with your host family from your arrival date to a few days after your course ends. However, if you wish to stay in Auckland for a longer time (either before or after your course), you should plan to find other accommodation for this time.

Can I move out of my homestay into other accommodation?

If you decide to move out of your homestay you must complete a form to let us know this. You should do this at least two weeks before you want to leave your homestay. Please see your counsellor or our Student Welfare Manager. After you have left your homestay we will be able to refund any unused homestay fees to you. If you later wish to move back into a homestay you will need to pay the accommodation reservation fee (NZD 200) again.

Can I stay at my homestay over the Christmas – New Year period?

Many students choose to take the opportunity to travel outside of Auckland over this time but if you want to stay in Auckland we can arrange homestay for you with a family that is staying at home. Festive Season rates apply from the weekend before Christmas, 22 December 2012, until the last night of the period, 4 January 2013. The rates are \$385 per week or \$55 per day. These rates apply to existing students and incoming students.

STUDIOS and APARTMENTS: Crown offers modern student accommodation at Unilodge and Empire Apartments.

	UNILODGE APARTMENTS	EMPIRE APARTMENTS
Web	www.unilodge.com.au/auckland	www.empire21.co.nz
Email	unilodge.auckland@unilodge.co.nz	info@empire21.nz
Address	138 Anzac Ave, 133 Beach Road	21 Whitaker Place
Phone	+64-9-353-1212	+64-9-950-9000
Fax	+64-9-353-1213	+64-9-950-9001
Distance from Crown	15 minutes walk	15 minutes walk
Building facilities	Games room, BBQ area, small gym, small lap-pool, movie room, laundry, vacuum cleaner available from reception (student is expected to clean their apartment)	Restaurant, café, small gym, small lap-pool and spa, bar, laundry
Furnished studio 1 room with bathroom	2-13 weeks: includes electricity, water, linen, cutlery, crockery, departure clean 14+ weeks: Includes electricity and water only (excessive usage will be charged). Other items NOT included.	Min. booking 4 weeks: electricity, water, bed linen, Sky TV, kitchen equipment, weekly clean
Furnished apartment	1 bedroom. Some 2 bedroom available. As for above (studio).	Min. booking 4wks: 3 bedrooms. As for above (studio). Facilities shared between bedrooms
Bond (per person; to cover damage) This is paid to Unilodge or Empire at time of check-in and is refunded to you (if no damage), less a cleaning fee, after your check-out	2-13 weeks: NZD 300 Refunded to your credit card on the business day following your check-out day. 14+ weeks: NZD 500 Refunded to your credit card 15 days after your check-out day, less NZD 120 for final clean	NZD 400 Refunded at check-out, less NZD 60 for final clean

Can I use the internet in my studio or apartment?

You can connect to the phone or internet in your room. There is a connection fee and a monthly fee for this service. Internet fees are changing frequently in New Zealand; please check at the time of your reservation for the latest fees. There are also internet facilities available 24 hours at Unilodge in the common areas. There is a small hourly fee for this service.

How do I pay for my studio or apartment?

Crown will invoice you for the number of weeks you reserve, and you pay this along with the rest of your Crown fees. Please note that we must receive all of your accommodation fees before you can move in to your studio or apartment.

What if I want to extend my stay at my studio or apartment after I arrive?

Please ask the student services team at Crown for help with any accommodation extensions. We will be happy to confirm these with the apartment. Extensions will always be subject to availability of space. You should confirm your plans as soon as possible.

I am with my husband / wife / partner / children. Are studios and apartments suitable for a family?

Unilodge studios are only suitable for one person; Empire studios can take two people. 1 bedroom apartments can accommodate two people, in two single beds. Beds can be moved together inside the apartment. 3 bedroom apartments can accommodate three people. Prices are either per room or per person; please see the fee list for details. Please ask Crown for information on other family accommodation.

Do I have to sign a lease agreement for my studio or apartment?

UNILODGE: When you arrive you will need to sign a standard rental agreement, which sets out your responsibilities. However, there are no documents to sign until you move in. We will reserve your accommodation before you arrive in Auckland.

EMPIRE: There is no standard rental agreement. However, you must give two weeks notice if you plan to move out. If you move out with less than two weeks notice you will lose up to two weeks of rental that you have already paid.

What if I want to leave my studio or apartment early, after I have moved in? Can I get a refund for unused accommodation?

When you move in to your studio or apartment, you contract to stay for the FULL period that you reserve. If you decide to leave before the reservation period has ended eg if you find other accommodation, THERE IS NO REFUND FOR UNUSED ACCOMMODATION. Please make your reservation ONLY for the period you expect to stay for. Please consider insurance to cover unused accommodation in case you have to leave and return early to your home country.

What if I cancel my reservation at my studio or apartment before I move in? Are there any cancellation charges?

In this case there are no cancellation charges. However, your accommodation placement fee will not be refunded.

Can I book my studio or apartment directly with Unilodge or Empire? Do I have to book through Crown?

You are welcome to book your accommodation directly (email addresses above). In this case there will be no Crown charges.

What other accommodation options can Crown offer?

If you are taking a long course, you may wish to find your own accommodation. If you do wish to move out of your homestay, you must give the school at least two weeks notice of moving. We will then refund all of your remaining homestay fees. There are hostels, backpackers' lodges, hotels and shared accommodation available. We can help you to arrange these. Please ask the school for details on how you can reserve different types of accommodation.

Accommodation cost depends on location and quality, but ranges from about NZD 150 per week to NZD 500+ per week. We advise you to spend at least four weeks in homestay before moving to other accommodation.

(8) Code of Practice

Crown Institute of Studies has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available from the New Zealand Ministry of Education website at www.minedu.govt.nz/international.

IMMIGRATION Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz.

ELIGIBILITY FOR HEALTH SERVICES Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at www.moh.govt.nz.

ACCIDENT INSURANCE The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz.

MEDICAL AND TRAVEL INSURANCE International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

We look forward to seeing you here at Crown!

CROWN - Leaders in Quality Training since 1972

COURSES and OPTIONS

Use this table to check the Crown courses and options available for your English level *

Crown Level Description IELTS TOEIC	1 Beg. N/A N/A	2 Pre-El. N/A 250+	3 Elem. 3.5-4.5 350+	4 L.Int. 4.5-5.0 450+	5 Int. 5.0-5.5 550+	6 U.Int. 5.5-6.0 650+	7 Adv. 6.0+ 750+
EnglishPLUS							
General English Morning course	✓	✓	✓	✓	✓	✓	✓
Reading, writing and grammar			✓	✓	✓	✓	✓
Conversation	✓	✓	✓	✓	✓	✓	✓
Activities	✓	✓	✓	✓	✓	✓	✓
Individual Study Programme (ISP)	✓	✓	✓	✓	✓	✓	✓
Pronunciation	✓	✓	✓	✓	✓	✓	
Writing Skills				✓	✓	✓	
EnglishPRO							
“X” Class			✓	✓	✓	✓	✓
EU Module 1			✓				
EU Module 2				✓			
EU Module 3					✓		
EU Module 4						✓	
Pre-Cambridge Preparation					✓		
Cambridge FCE						✓	
Cambridge CAE							✓
Cambridge CPE							✓
IELTS					✓	✓	✓
TOEIC					✓	✓	✓
TESOL					✓	✓	✓
WorksUP, HandsUP, Vocational, Internship							
WorksUP					✓	✓	✓
HandsUP				✓	✓	✓	✓
Vocational Semester Abroad (VSA)					✓	✓	✓
Vocational Year Abroad (VYA)				✓	✓	✓	✓
Crown Internship Programme (CIP 32)						✓	✓
Crown Internship Programme (CIP 44)					✓	✓	✓
Business							
Crown Certificate in Business Skills					✓	✓	✓
NZ Dip.Bus – Semesters A, B and C							✓
New Zealand Diploma in Business (NZ Dip.Bus)							✓
NZ Dip.Bus (EP 5.0)					✓		
NZ Dip.Bus (EP 5.5)					✓	✓	
Travel and Tourism							
Crown Cert. in Travel and Tourism						✓	✓
Crown Cert. in Int’l Travel & Tourism (IATA)					✓	✓	✓
Crown Cert. in Int’l, Travel, Tourism, Airline						✓	✓
Crown Diploma in Tourism (Mgmt)							✓
Hospitality							
Crown Cert. in Hospitality (Beverage service)						✓	✓
Crown Cert. in Hospitality (Food service)						✓	✓
Crown Cert. in Hospitality (Operations)						✓	✓
Crown Cert. in Int’l Hospitality (F&B)						✓	✓
Crown Cert. in Int’l Hospitality (Hotel)						✓	✓
Nat’l Diploma in Hospitality (Mgmt) (NDHM)							✓
NDHM (EP 5.0)					✓		
NDHM (EP 5.5)					✓	✓	

* Approximate guide only. You may need to sit a further test before entering any Crown course or option

FEES - 2012

All fees are in New Zealand Dollars (NZD) and include all government taxes (GST)

(1) Registration, Accommodation and Airport Transfer

	Fee
Registration (<i>paid once only</i>)	200
Accommodation Reservation (<i>paid once only</i>)	200
Homestay (<i>per week</i>)	250
HomestayPLUS (<i>per wk</i>)	375
Unilodge Studio (<i>per wk, per person</i>) (<i>bond required</i>)	2-13 wks: 410; 14+ wks: 305
Unilodge 1-bedroom apartment (<i>per wk, per room</i>) (<i>bond payable at check-in</i>)	2-13 wks: 485; 14+ wks: 380
Empire Studio (<i>per wk, per room</i>) (<i>bond payable at check-in</i>)	Minimum of four weeks: 370
Empire 3-bedroom shared apartment (<i>per wk, per person</i>) (<i>bond payable at check-in</i>)	Minimum of four weeks: 250
Airport transfer (<i>each direction</i>)	90

For further information on accommodation options, please refer to the "Questions & Answers" section

(2) EnglishPLUS (General English)

	Standard per week	Intensive per week
1 - 12 wks	320	390
13 - 24 wks	310	380
25 - 36 wks	300	370
37+ wks	290	360

(3) EnglishPRO

	Length	Tuition	Resource
"X" Class	6 wks Intensive	2,340	* 120
EU (Academic English language preparation for university)	10 wks Intensive	3,900	* 200
Pre-Cambridge Preparation (2 part course; each part is 6 wks)	6 wks Intensive	2,340	* 120
Cambridge FCE, CPE	10 wks Intensive	3,900	** 590
Cambridge CAE	11 wks Intensive	4,290	** 610
Cambridge FCE, CAE, CPE	12 wks Intensive	4,680	** 630
IELTS	6 wks Standard	1,920	* 90
TOEIC	6 wks Afternoon	1,020	* 60
TESOL	4 wks Intensive	1,920	** 320

* incl. class materials, excl. textbook ** incl. exam fee, textbook and class materials

(4), (5) Working Holiday, Volunteer, Vocational and Internship

	Length	**Tuition	*Resource
WorksUP 6, HandsUP 6	6 wks Intensive	3,090	0
WorksUP 8, HandsUP 8	8 wks Intensive	3,870	0
WorksUP 12, HandsUP 12	12 wks Intensive	5,430	0
Vocational Semester Abroad (VSA)	26 wks Intensive	9,120	500
Vocational Year Abroad (VYA)	38 wks Intensive	13,320	500
Crown Internship Programme (CIP 32)	32 wks Intensive	10,570	500
Crown Internship Programme (CIP 44)	44 wks Intensive	14,770	500

* The resource fee is for text books, manuals, examinations and educational trip (excludes English language text books and examinations)

** Tuition fee includes placement into your WorksUP, HandsUP or Internship company

(6), (7) Business

	Code	Length	Tuition	*Resource
Crown Certificate in Business Skills	CI 214	14 wks	4,680	500
New Zealand Diploma in Business (NZ Dip.Bus) – Per semester	CI 320~2	20 wks	6,400	700
New Zealand Diploma in Business (NZ Dip.Bus)	CI 340	60 wks	18,720	2,000
NZ Dip.Bus - Extended pathway (EP 5.5)	CI 355	70 wks	23,400	2,240
NZ Dip.Bus - Extended pathway (EP 5.0)	CI 356	80 wks	27,840	2,480

* The resource fee is for text books, manuals, examinations and educational trip (excludes English language text books and examinations)

(8), (9) Travel, Tourism and Hospitality

	Code	Length	Tuition	*Resource
Crown Cert. in Travel and Tourism	CI 115	14 wks	4,680	800
Crown Cert. in International Travel and Tourism (24 wks)	CI 122	24 wks	9,120	2,000
Crown Cert. in International Travel and Tourism (18 wks)	CI 122	18 wks	6,840	2,000
Crown Cert. in International Travel, Tourism and Airline Studies	CI 135	42 wks	13,320	2,000
Crown Diploma in Tourism (Management)	CI 141	42 wks	14,400	2,000
Crown Cert. in Hospitality (Beverage Service or Food Service or Operations)	CI 421~3	14 wks	4,680	800
Crown Cert. in Hospitality (Hotel Front Office)	CI 424	28 wks	9,120	1,600
Crown Cert. in Int'l Hosp. (Food and Bev. Serv. or Hotel Serv. and Reception Op.)	CI 435~6	42 wks	13,320	2,400
National Diploma in Hospitality (Management) (NDHM)	CI 440	56 wks	18,720	2,400
NDHM – Extended pathway (EP 5.5)	CI 445	68 wks	23,400	2,640
NDHM – Extended pathway (EP 5.0)	CI 446	80 wks	27,840	2,880

* The resource fee is for text books, manuals, examinations and educational trip (excludes English language text books and examinations)