

## Travel, Tourism and Airline Studies

### Course Summary

This course recognises the importance of customer service and communication within the travel and tourism industry. Students will gain experience in communication, sales techniques, destination knowledge and marketing tourism and travel products. The qualification enables you to develop the skills for a variety of positions, such as check-in agent, cabin crew, travel wholesalers, regional tourist boards, visitor information centers, tour companies and travel agents. Successful completion of the certificate enables students to successfully process international land, air and water travel products in a realistic working environment using our computer reservation and office management systems.

### Course Content

Unit Name	Unit	Level	Credit
<b>National Certificate in Travel (Core Skills)</b>			
Sell, process and advise on foreign exchange for travel	3750	3	2
Demonstrate knowledge of Australia as a tourist destination	18211	3	8
Demonstrate knowledge of New Zealand as a tourist destination	18212	3	8
Advise on and sell travel insurance	18220	3	3
Perform numeric calculations for the tourism and travel industry	18237	2	2
Identify and self-evaluate the demands of a specific role in a tourism workplace	23755	3	3
Demonstrate knowledge of communication and customer service theory in a tourism workplace	23758	3	4
Provide customer service experiences in a tourism workplace	23759	3	10
Describe and process retail payments in a tourism workplace	23763	3	2
Demonstrate knowledge of the tourism industry	23766	3	5
Describe the legal rights and responsibilities of employees and employers in a tourism workplace	23768	3	5
Demonstrate knowledge of the sales function within a tourism workplace	23769	3	3
Produce documents for a workplace using a computer	24872	3	3
Produce and check numeric documents for the travel industry	25194	3	2
Demonstrate knowledge of world travel geography	25508	3	3
<b>National Certificate in Travel - Retail Travel Level 3</b>			
Advise customers of regulatory requirements for international air travel	18282	3	5
Outline and apply contract legislation and common law principles to the tourism industry	20490	4	6
Demonstrate knowledge of airline terminology and products used in the travel industry	25192	3	4
Demonstrate knowledge of ground terminology and products used in the travel industry	25193	3	4
Explain travel industry brochures and travel-related documents	25195	3	4
Provide quotations, complete reservations, and process travel arrangements for customers in a retail travel environment	25499	3	10
Identify and access travel product information and travel-related information	25503	3	3
Demonstrate knowledge of retail travel operations	25504	3	4
Process short haul air travel requirements using a computer reservation system (Amadeus)	25505	3	5
Process short haul ground travel requirements using a computer reservation system (Amadeus)	25506	3	5
Use a travel management system to manage client files and process travel arrangements for clients (Travelog Back Office Management System)	25507	3	5
Demonstrate knowledge of Asia as a tourist destination	26461	3	8
Demonstrate knowledge of and provide flight options and fare quotes for air travel using the Internet	26470	4	4
<b>Contiki Programme Certificate</b>			
<b>National Certificate in Travel Level 4</b>			
Analyse the current state of, and factors impacting on the future of, New Zealand tourism and travel	20488	5	8
Establish and develop sales client relationships	10457	4	5
Demonstrate product knowledge in a specified area in a retail or distribution environment	11999	4	4
Demonstrate knowledge of and process reservations for coach and overland tours outside New Zealand	18206	4	4

Demonstrate knowledge of the United States and Canada as a tourist destination	18214	3	10
Cabin Crew Ticket Online Certificate			
STA Travel Sales Certificate			
<b>Strand One**</b>			
Construct and ticket airfares using IATA principles	18218	4	15
<b>Strand Two*</b>			
Present information orally to an audience	9692	5	4
Research and market a group tour	18222	4	8
STA Travel Marketing Certificate			
<b>Options:</b>			
Marriott Hotel Excellence Programme			
Hawaii Tourism Kuhina Programme			
Hong Kong Specialist Programme			
Tiare Tahiti Specialist Programme			
Blue Lagoon Cruises Programme			
Online Travel Training (OTT) Interactive Programme			
Ireland Shamrock Agents Training Programme			
Pierre & Vacances Interactive Training Programme			
Overseas trip to a South Pacific Island (additional cost)			

\*Students are able to choose to study subjects in either strand one or strand two, depending on your chosen career path. This gives you the opportunity to focus on particular areas of the industry, developing your product knowledge and skills further.

#Please note that only students with excellent attendance and academic progress will be permitted to study Strand One. Please ask the college for further information.

### Course achievement

Crown Certificate in International Travel, Tourism and Airline Studies

National Certificate in Tourism Core Skills Level Three

National Certificate in Travel - Retail Travel Level Three

National Certificate in Travel Level Four

IATA International Fares and Ticketing Certificate (students that complete Strand One)

STA Travel Marketing Certificate (students that complete Strand Two)

STA Travel Sales Certificate

Cabin Crew Ticket Online Certificate

Contiki Programme Certificate

#### Optional Qualifications:

IATA/UFTAA Foundation Diploma (International qualification - students that complete Strand One only)

Blue Lagoon Cruises Certificate (International qualification)

Marriott Hotel Excellence Certificate (International qualification)

Hawaii Tourism Kuhina Certificate (International qualification)

Hong Kong Specialist Certificate (International qualification)

Tiare Tahiti Specialist Certificate (International qualification)

### Course length

42 weeks (3 terms of 14 weeks, plus two holiday breaks)

### Course times

9:15 am – 3:00 pm (Mon-Fri)

### 2012 Course dates

7 Feb - 7 Dec 2012, 21 May 2012 - 10 May 2013, 3 Sep 2012 - 23 Aug 2013

### Entry requirements

#### Domestic Students

You should be 16 years of age or over on the date you start your course. You must have NCEA Level 2 and/or pass the Crown entry test and attend a personal interview. You may need to provide a copy of your school report or current resume. If you have already completed unit standards in travel and tourism please provide us with evidence. We may be able to cross-credit these to your Crown course.

#### International Students

Intermediate, TOEIC 650, IELTS 5.5 or Crown entry test

Upper

### Further Study

If you successfully complete this course you may wish to continue your studies and complete the Crown Diploma in Tourism (Management) or New Zealand Diploma in Business (NZDipBus)