

TOURISM OPERATIONS

LEVEL 3

Available to:	Year 13 students
NCEA Level:	20 credits at Level 3
Duration:	Four one-week blocks (Mon - Thurs)
Delivery Mode:	Residential block course format (includes overnights)
Location:	Tasman / Nelson / Marlborough
Cost:	Zero cost to students, funded by the Ministry of Education (MOE), through TOTSTA & WCTA
Course Dates:	Please refer to the WIO website for course dates: www.wio.org.nz
Pathways:	Service Industry Internship - Level 3

Course Aim:

Experience and learn about Aotearoa's unique tourism attractions and how they are managed. Students will come away with knowledge of key skills required for working within the service industry. The tourism sector has undergone unprecedented change in recent times. Find out what this means for the domestic and international tourism industry. Students will have the opportunity to learn about the unique attractions of different regions of Te Tau Ihu (Top of the South Island), experience these services first-hand and practice key skills required for this industry and the world of work.

Learning Objectives:

Students will have the opportunity to achieve the following objectives:

Academic Objectives:

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

Personal and Social Development Objectives:

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

**Please note some academic learning objectives may change to align with assessment changes.*



"From not knowing these people to not wanting to say goodbye. Having amazing tutors to guide us through these new experiences and always knowing we were going to be safe. The trips were also outstanding."

- Tourism Operations Student

For course assessments:

• go to your school Trades Academy coordinator

• email: info@wio.org.nz