

SERVICE INDUSTRY INTERNSHIP LEVEL 3

Available to:	Year 12-13 students
NCEA Level:	6 credits at Level 2, 14 credits at Level 3
Duration:	Four one-week blocks (Monday-Thursday)
Delivery Mode:	Residential block course format (includes overnights)
Location:	Tasman / Nelson
Cost:	Zero cost to students, funded by the Ministry of Education (MOE)
Course Dates:	Please refer to the WIO website for course dates: www.wio.org.nz
Entry Recommendations:	The Service Industry Internship programme is a work-placement apprenticeship-based programme. It is highly recommended that students have completed another WIO Trades Academy programme before enrolling on this programme.
Pathways:	Entry level employment or further study at tertiary level



● Course Aim:

The programme is designed for students who are looking to gain essential employment skills for the transition from school to the world of work. Students whilst working for a leading service operator will learn about the unique local tourism attractions and practice key skills required for the service industry.

● Learning Objectives:

Students will have the opportunity to achieve the following objectives:

Academic Objectives

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

In addition, depending on the elective assessments chosen, students will be able to:

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

Personal and Social Development Objectives

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

"Learning about how the businesses work and getting an insight on what it would be like working in that kind of job. Meeting awesome people and hanging out with the group at camp"

Service Industry Internship Student

For course assessments:

● go to your school Trades Academy coordinator

● email: info@wio.org.nz

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