

TOURISM OPERATIONS

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 / Marlborough
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
Pathways:	Service Industry Internship – Level 3

Course Aim:

Provides students with an opportunity to meet; leading tourism operators; to experience what they offer visitors to New Zealand; to learn about the unique attractions of different regions; and to practice key skills required for the tourism industry. Underpinning the curriculum is the development of crucial personal and social development skills, transferable to any vocational pathway.

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 culture.
- 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
- Set tables in accordance with marae context and tikanga
- Serve kai to tables in accordance with marae context and tikanga
- Clear tables in accordance with marae context and tikanga
- 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 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