



Certificate in Airline, Travel and Tourism Level 3 & 4

Course Overview

This course is targeted at students who are wishing to start their careers within the tourism industry. Students are guided through three levels of National Qualifications during the 40 weeks of study. Successful students will be highly employable in both the travel and the wider tourism industries. After graduation students may also consider the option to further their studies by undertaking one of a range of Diplomas offered by NZSTT.

Learning Outcomes

- NZSTT Certificate in Airline, Travel and Tourism
- NZQA National Certificate in Tourism and Travel (Core Skills) L3
- NZQA National Certificate in Travel L3
- NZQA National Certificate in Travel L4
- NZ Red Cross Comprehensive First Aid Certificate
- Microsoft Office Specialist – WORD Core Certificate
- Microsoft Office Specialist – EXCEL Certificate

Content

A Must for Tourism

- 18231 – Identify work roles in tourism and their related personal requirements
- 18233 – Communicate with one person in English for the tourism and travel industry

Administration and Accounts

- 18237 - Perform calculations for the tourism and travel industry
- 18221 – Complete tourism and travel administration tasks and use office equipment

Customer Communications

- 18209 – Respond in writing to enquiries and complaints in the tourism and travel industries
- 18223 - Provide customer service in the tourism and travel industry
- 18224 - Work in a team in a tourism and travel situation
- 18226 - Demonstrate cross-cultural communication for the tourism and travel industry
- 18210 - Demonstrate knowledge of communication and customer service skills in tourism and travel workplaces
- 18232 - Read and write in English for the tourism and travel industry

World Geography

- 18235 - Demonstrate knowledge of International Air Transport Association (IATA) world geography

IT Processing

- 5946 – Use computer technology to present a topic
- 18280 – Demonstrate knowledge of and use email & internet in the travel and tourism industry

Selling Skills 1

- 21231 – Demonstrate knowledge of the sales function and process in tourism and travel workplaces

Tourism

- 18238 - Demonstrate knowledge of the tourism industry in New Zealand

Legislation

- 20489 - Describe the legal responsibilities of employees in the tourism and travel industry
- 20490 - Outline and apply contract legislation relating to the tourism and travel industry

Computer Reservations

- 3734 - Process travel requirements using a computerised reservation system (SABRE)

Destination New Zealand

- 18212 – Demonstrate knowledge of New Zealand as a tourist destination
- 18228 – Provide information about specified regions in New Zealand as tourist destinations

Stress Management

- 5070 - Develop personal plans for a work role in a tourism and travel industry environment

Domestic Transportation

- 18215 - Demonstrate knowledge of and process domestic

Destination Australia

- 18211 - Demonstrate knowledge of Australia as a tourist destination

Accommodation and Currency

- 18217 – Demonstrate knowledge of and process domestic and international accommodation
- 3750 – Sell, process and advise on foreign exchange for travel

International Travel Advice

- 18220 – Advise on and sell travel insurance
- 18282 – Advise customers of regulatory requirements for international air travel

Wholesale Travel

- 18283 – Sell and process travel requests in a wholesale environment

Destination UK

- 18213 - Demonstrate knowledge of the United Kingdom and Eire as a tourist destination

Destination USA

- 18214 - Demonstrate knowledge of United States and Canada as a tourist destination

Research and Market Tours

- 18222 – Research and market a group tour
- 67 - Produce and distribute a sales promotion leaflet and/or brochure

Selling Skills 2

- 2786 – Create and use a simple computer flatfile database to solve a problem
- 18225 – Sell tourism and travel products to customers and demonstrate knowledge of customer databases

Elective 1

IATA Airfares and Ticketing

- 18218 – Construct and ticket air fares using IATA principles

Elective 2

Process International Air

- 18219 – Demonstrate knowledge of and process international air travel

Coach and Overland Tours

- 18206 - Demonstrate knowledge of and process reservations for coach and overland tours outside New Zealand

Cruises

- 18205 - Demonstrate knowledge of and process reservations for cruises outside New Zealand

NZSTT Modules

- Personal Development
- Comprehensive First Aid
- Introduction to Airline and Cabin Crew Training
- Work Experience (1 week)
- Industry Familiarisation
- Maori Culture and New Zealand Heritage
- Microsoft Office Specialist – WORD Core; EXCEL

40 Learning weeks

Entry Criteria:

- NCEA level 1 plus 35 credits towards NCEA level 2, or
- Successfully completed an equivalent level 3,4 or 5 qualification, or
- If over 20 or unable to provide evidence of the above criteria then students must be able to show suitable ability by successfully passing the NZSTT internal academic test.
- International students will need to provide evidence that their academic study is equivalent to the criteria above.

For International Students: IELTS 5.5 (no band less than 5.0) – the internal academic test applies

