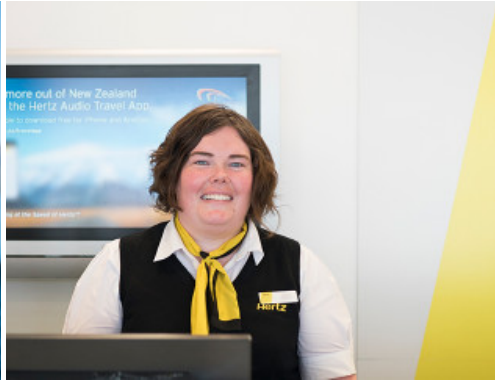


# New Zealand Diploma in Tourism and Travel (Level 5)



**Domestic fee:** \$7,051

**International fee:** \$20,350

Compulsory student levy >  
StudyLink >

\*Fees are approximate, subject to change and exchange rates

Location	Dunedin
Duration	One year full-time; up to three years part-time
Delivery	On campus with field trips

Credits	120
Level	5
Start	July
Apply	Until start date

## Keen to hold supervisory positions in the tourism and travel industry?

Then this is the qualification for you! You will learn how to effectively implement processes that actively support and enhance the visitor experience and will evaluate local, national and international tourism operating environments.

Study is centred on broad management skills delivered with a sustainability focus, and will include tourism-related, Māori values such as manaakitanga and whanaungatanga.

An educational field trip to an iconic New Zealand tourism destination is included. You will have the chance to engage in tourism activities first hand to build your experience of the industry. This will help to build your knowledge and connect the theory you have learned with practice.

A great springboard into further study, graduates of this programme are eligible to enter the second year of our Bachelor of Applied Management degree. You could also enter other relevant industry or professional qualifications at Level 6 or above.

### Entry requirements

#### Academic requirements

- > Minimum NCEA Level 2 including 10 literacy credits, or equivalent.
- > We prefer that you have NCEA Level 3.

#### English Language requirements

- > If English is not your first language, you must provide:
  - > New Zealand University Entrance OR
  - > Overall Academic IELTS 5.5 with no individual band score lower than 5.0 (achieved in one test completed in the last two years), OR
  - > Acceptable alternative evidence of the required IELTS (see here for NZQA proficiency table and here for list of recognised proficiency tests).

If you need to improve your English Language skills, we offer a wide range of English programmes.

## Additional costs

You will be required to purchase a corporate uniform which will cost approximately \$300. You can arrange directly with our supplier. See here for further details.

## You will study

Course title	Credits	Level	Total learning hours
Exploring Tourism	30	5	300
Tourism Toolkit	30	5	300
Business of Tourism	30	5	300
Tourism in Action	30	5	300
	120		1200

## Course outlines

### Exploring Tourism

Interpret and analyse the principles of tourism within an international, national and local tourism environment.

- > Analyse the tourism environment to determine how governing bodies strategise.
- > Evaluate the environmental, social, cultural and economic impacts on tourist destinations.
- > Describe and evaluate supply and demand factors relevant to the tourism industry.

### Tourism Toolkit

Demonstrate professional communication and customer service skills to enable a quality visitor experience.

- > Apply communication skills appropriate to provide quality service.
- > Demonstrate effective customer service skills within different tourism sectors.
- > Demonstrate the management of self and others within a simulated tourism workplace.

### Business of Tourism

Analyse, critique and review business systems and processes within the tourism environment.

- > Analyse the environment within which tourism businesses operate.
- > Analyse marketing principles and critique sales practices in a tourism environment.
- > Evaluate systems and processes utilised in tourism businesses.

### Tourism in Action

- > Design a business concept which considers factors that contribute to the creation of a tourism business.
- > Develop a business concept for a tourism venture.
- > Analyse and critique the application of processes in a tourism business venture.

## Your workload

This programme consists of teacher-directed learning hours (384), student-managed learning hours (786), and authentic work experience learning hours (30).

Teacher-directed learning hours: the hours we expect a student to be engaged in learning opportunities facilitated by a teacher who is physically present with the learners. These hours include any face-to-face activities in classrooms including tutorials **and** required online learning activities delivered synchronously with teacher facilitation.

Student-managed learning hours: the hours we expect a student to engage in learning activities without the presence of the teacher and where the student is required to self-manage to complete a learning activity within the expected timeframe. Student-managed learning hours may be in face-to-face and online modes. The learning activities may be designed by the teacher but carried out by a student alone or in groups, for example in a student-managed project, asynchronous online learning or preparation of an assessment task.

Authentic work experience learning hours: the hours we expect a student to be engaged in learning opportunities focused on work. These might be real work experiences or they might be interactive learning activities that have been designed to replicate as much as possible the tasks or activities or settings of real world work. In other words activities that are designed to 'feel' like a real work place situation. These may take place on campus or off campus and be face-to-face or technology-enhanced.

## Student loans and allowances

Full-time domestic students of this programme are eligible for student loans and allowances (dependent on

age and financial circumstances.) Please contact Studylink for additional information. Phone 0800 88 99 00 or visit [www.studylink.govt.nz](http://www.studylink.govt.nz)

#### Disclaimer

While every effort is made to ensure that this sheet is accurate, Otago Polytechnic reserves the right to amend, alter or withdraw any of the contained information. The fees shown in this document are indicative ONLY. Both domestic and international fees are subject to change and are dependent on the development and implementation of Government policies. Please note that additional fees may from time to time be required for external examination, NZQA fees and/or additional material fees.

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