

# YOUR TOURISM CAREER STARTS HERE

*Quick guide to mapping a tourism career at school and on-job*

*Students with a passion for travel, adventure, meeting new people, planning events and helping customers, can start mapping a career in the vibrant tourism industry while they're at school. Tourism includes the hospitality and travel sectors, where employees need much the same qualities to be a success.*

**Once you've got the basic knowledge, you can go on to further study, or apply for roles where it's possible to train on the job in all kinds of businesses – tourism retail, hotels, convention centres, cultural, adventure or leisure tourism sites, tour companies and more.**

**Remember, tourism is New Zealand's fastest growing industry and offers some of the biggest opportunities for jobs and careers. Even better, the sector is in urgent need of talented people with great people skills and a commitment to creating memorable experiences for local and international visitors.**

## CLASSROOM TO TOURISM CAREER

**At school, students gain the relevant knowledge and unit standards with ServiceIQ's tourism course, and/or Cultural Tourism Gateway programme.**

Both are designed to help students prepare for further study or get a job where training starts. Studying tourism at school makes you more attractive to employers who can see you have a genuine interest in the industry and a willingness to learn the ropes.

Once you've got the job, you can upskill and develop the knowledge and experience you need to build a professional career.

It's all possible when you have the right talent, attitude, employer and one of ServiceIQ's internationally recognised on-job qualification programmes.

### Benefits

**When you successfully complete a ServiceIQ tourism course at school and choose to build your skills on the job, you can:**

- ▶ Get a career on track
- ▶ Earn a living as you learn
- ▶ Gain nationally-recognised qualifications
- ▶ Develop real skills and experience with help from experts
- ▶ Save for a first home and retirement with a KiwiSaver Employee scheme
- ▶ Avoid student loan debt
- ▶ And more...

# LEAVING SCHOOL – GET THE JOB TO START TRAINING

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## **The question is how do students who have completed tourism at school make the most of a career in this booming industry?**

The first step is to either opt to do further study, or get a role that offers on-job training. You will have to do this under your own steam and initiative. But once you've got a role,

we can certainly help you build a career by completing a relevant ServiceIQ on-job training programme.

Remember, the first jobs for many in tourism start at entry level, as a retail assistant, customer service assistant, café wait staff, or cleaning the tour boat!

## **Workplace training programmes and apprenticeships**

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*On-job training programmes are the proven way businesses develop excellent skills and expertise in the workplace and employees build satisfying careers on the job.*

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Whether you want to work in tourism retail, customer service, or climb the career ladder in an adventure or cultural tourism business, it's possible to develop the right skills with an internationally-recognised ServiceIQ on-job qualification training programme.

# SCHOOL TO WORKPLACE

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## **Discover your choice of training options at school and in the workplace**

ServiceIQ offers the perfect “ticket” for up-coming tourism, travel and hospitality professionals to upskill at school and on the job.

Here's a snapshot of our school tourism courses, plus just some of our on-job qualification training programmes that employers use to upskill great people in the industry.

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# TOURISM

## At school

Kick-start a career in tourism, travel and hospitality with these great school courses:

- ▶ New Zealand Certificate in Tourism (Introductory Skills) – Level 2, 50 Credits
- ▶ Māori Cultural Gateway Tourism – Level 2 & 3, 25 Credits

## At work

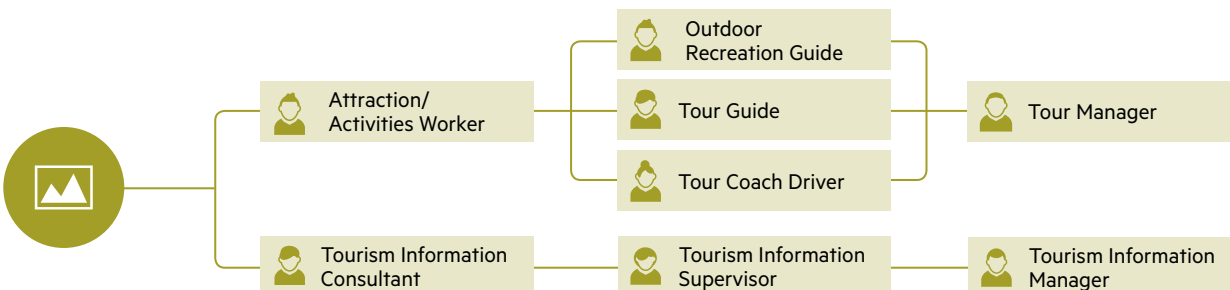
Once you've got the job, earn as you learn and qualify with this wide range of great training programmes.

- ▶ **NZ Certificate in Tourism (Visitor Experience) – Level 3**  
You can gain industry-recognised know-how to provide a great visitor experience at a tourism business. You'll develop skills and knowledge in customer service, communication, Māori language and customs, health & safety and more. There's also a special unit standard if you are working for a business that offers a wine, artisan food or craft beer tasting experience to visitors.
- ▶ **NZ Certificate in Tourism with Operations and Visitor Information Endorsements – Level 4**  
Visitor information centres are often the first stop for tourists exploring a region. This great programme gives you the knowledge to help visitors enjoy a great experience as well as the necessary business skills: from tourism knowledge, i-SITE systems and processes, relevant legislation, administration and sales, teamwork, social media, promotion and much more.
- ▶ **NZ Certificate in Tour Guiding – Level 4**  
Something to aspire to, this qualification is ideal for experienced tourism employees who are ready to take their career to the next level. The programme focuses on guided interpretation, tour group leadership, guiding adventure tourism activities, industry workplace practices, legal requirements, environmental responsibilities and much more.



- ▶ **New Zealand Certificate in Tourism Conventions and Incentives – Level 4**  
Gain the essential skills and knowledge you need for an exciting career in tourism event management, from planning conferences, arranging booking and travel for large tour groups, to project managing a wide range of functions and special events.
- ▶ **NZ Certificates in Retail – Level 2, Level 3, Level 4**  
Gain the basics of customer service by starting out with the retail industry's recognised entry-level qualification. You'll upskill in: customer service, product knowledge, health and safety and other useful skills to help you build a career in tourism customer service. Then move up to gain a New Zealand Certificate in Retail – Level 3, and Level 4 qualification for the skills you need to become a store supervisor or manager.

## TOURISM



## CONVENTIONS & INCENTIVES



# HOSPITALITY & TRAVEL

## At work

### ► New Zealand Certificate in Accommodation with strands – Level 3

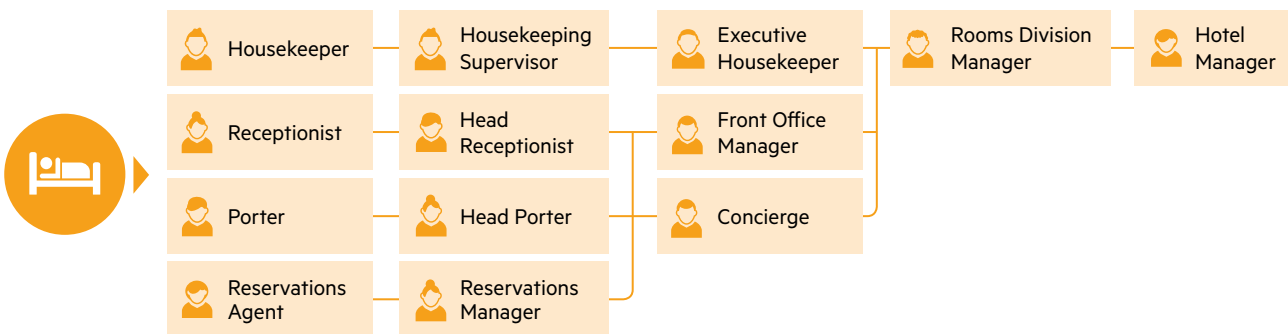
If you get an entry level role with a hotel, motel or backpacker hostel, you may get the opportunity to train on-job as a receptionist, porter or housekeeper, all fantastic qualifications to have on your CV if you intend to travel and build a career on the hospitality side of tourism. The New Zealand Certificate in Accommodation with strands – Level 3 is completed on the job and is ideal for new entrants.

### ► New Zealand Certificate in Travel – Level 4

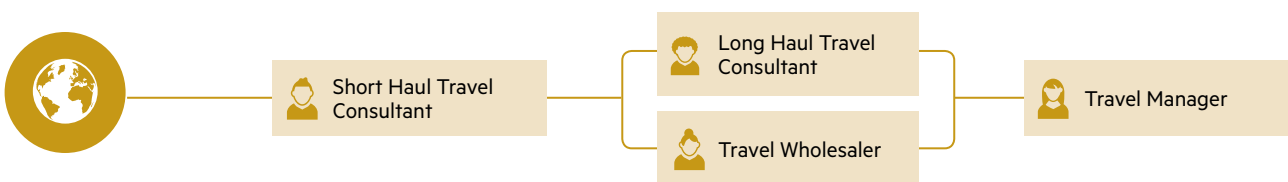
Taking care of multiple international travel plans and booking requirements can be a complex operation. It requires skill and experience to get everything just right for every customer. The New Zealand Certificate in Travel – Level 4 qualification is the first step for travel agents who want to gain the expertise they need to deliver great advice and customer service.



## HOSPITALITY



## TRAVEL



## Why ServiceIQ?

ServiceIQ is New Zealand's official Industry Training Organisation (ITO) for the hospitality, tourism, travel, retail and retail supply chain, aviation and museum service sectors.

Our experts set the national qualification standards, research and write the on-job training programmes and learning material that help New Zealanders upskill and qualify on the job, in hundreds of different roles and at different levels across these sectors.

We offer a full range of training programmes for secondary school students and for employees, in a wide range of workplaces, from entry level up to Diploma qualifications.

Our dedicated schools team works with teachers to select the ServiceIQ teaching resources and Gateway programmes that help students to gain skills, experience and unit standards that can open doors to jobs and careers in the service industry, when they leave school.

Our workplace qualification training programmes help employees qualify on-job, build rewarding careers, and boost business performance for New Zealand's booming services industry.

**CHECK US OUT AT:**  
[www.ServiceIQ.org.nz](http://www.ServiceIQ.org.nz)  
 0800 863 693

