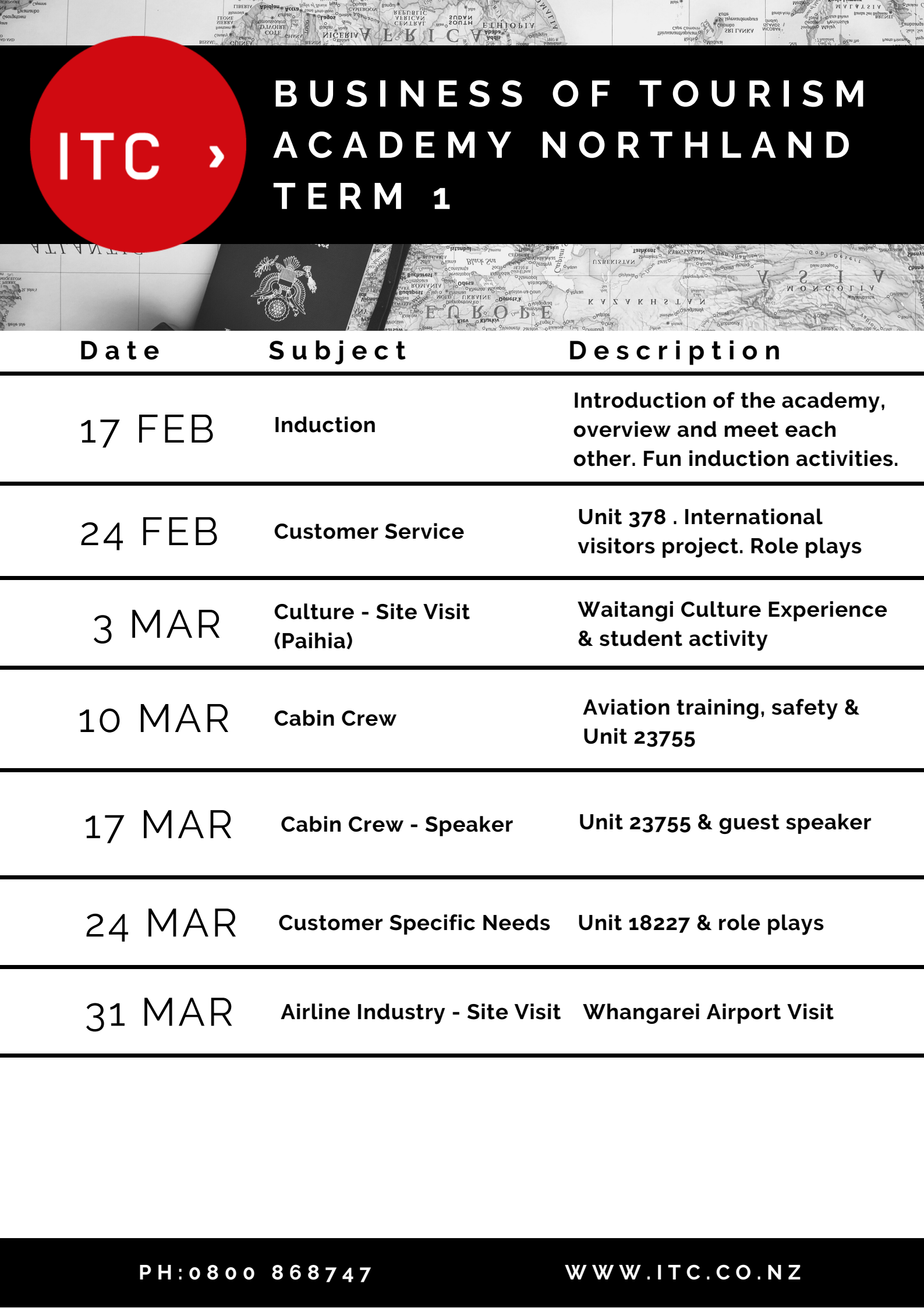


The banner features a red circle with the letters 'ITC' and a right-pointing arrow. The background is a collage of maps, including a world map and a map of New Zealand with the Waitangi Treaty signature. The text 'BUSINESS OF TOURISM ACADEMY NORTHLAND TERM 1' is prominently displayed in white on a black background.

ITC ➔

BUSINESS OF TOURISM ACADEMY NORTHLAND TERM 1

Date

Subject

Description

17 FEB

Induction

**Introduction of the academy,
overview and meet each
other. Fun induction activities.**

24 FEB

Customer Service

**Unit 378 . International
visitors project. Role plays**

3 MAR

**Culture - Site Visit
(Paihia)**

**Waitangi Culture Experience
& student activity**

10 MAR

Cabin Crew

**Aviation training, safety &
Unit 23755**

17 MAR

Cabin Crew - Speaker

Unit 23755 & guest speaker

24 MAR

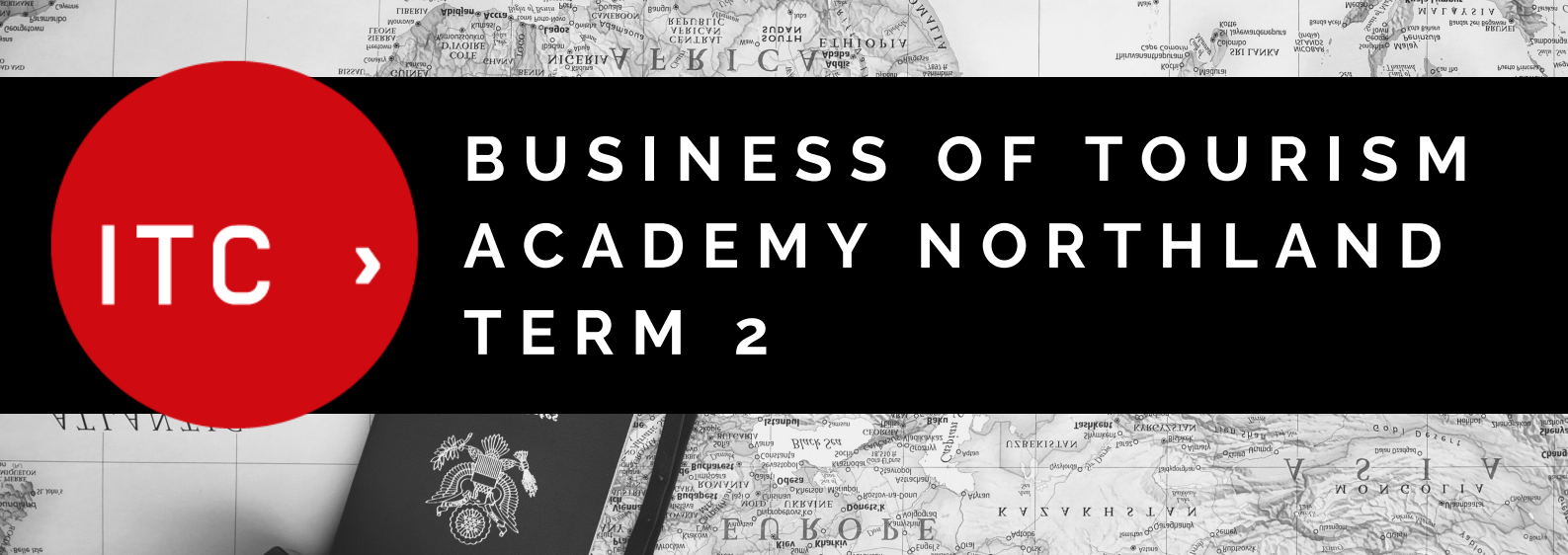
Customer Specific Needs

Unit 18227 & role plays

31 MAR

Airline Industry - Site Visit

Whangarei Airport Visit

ITC

BUSINESS OF TOURISM

ACADEMY NORTHLAND

TERM 2

Date	Subject	Description
28 APR	Communication	Unit 9694 – Process of communication.
5 MAY	Communication – Site Visit	Hunter Vassar Whangarei. Guided tour.
12 MAY	Marketing	Unit 2925 – Marketing options for enterprise activities.
19 MAY	Marketing	Guest speaker - Marketing & Sales Manager in tourism.
26 MAY	Marketing	Complete unit 2925.
2 JUN	Tour Guiding	Intro into Tour Guiding and speaking to an audience.
9 JUN	Leadership & Guiding - Site Visit	Kiwi North - Guided tour & kiwi house.
16 JUN	Adventure Tourism	Unit 1312. Give instructions in the workplace.
23 JUN	Adventure - Site visit (Paihia)	Parasail with Bay of Island Parasail.
30 JUN	Teams - Introduction	Introduction about team work & leadership in teams.

**ITC**

BUSINESS OF TOURISM ACADEMY NORTHLAND TERM 3

Date	Subject	Description
21 JUL	Teams & Leadership - Site Visit	Heads Up Adventures - Scooters & Team Building.
28 JUL	Teams & Leadership	Unit 27563 - Assessment.
4 AUG	Teams & Leadership	Unit 27563 - Assessment.
11 AUG	Eco Tourism	Eco & Sustainable Tourism.
18 AUG	Eco Tourism - Site Visit (Paihia)	Carino Wildlife Cruises
25 AUG	Sales	Unit 23769 - Sales functions, staff, features & benefits.
1 SEP	Sales - Site Visits (Paihia)	Explore lunch cruise & guest speaker
8 SEP	Careers workshop	CV workshop & guest speaker.
15 SEP	Work ready workshop	Interview Skills
22 SEP	Graduation Day	Celebration.