

**ITC**

BUSINESS OF TOURISM SOUTH AUCKLAND ACADEMY - TERM 1

Date**Subject****Description****14 FEB****Induction****Introduction of the academy,
overview and meet each
other. Fun induction activities.****21 FEB****Customer Service****Introduction of unit 378 .
International visitors project.****28 FEB****Cultural awareness****Continue unit 378. Role play.****7 MAR****Culture – Site Visit****Visiting and experiencing
another culture.****14 MAR****Flight Attending & safety****Unit 23755. Self-evaluation.
Boarding & safety.****21 MAR****Flight Attending****Unit 23755, service & speaker.****28 MAR****Customers specific needs****Unit 18227 - Role Play.****4 APR****Airport – Site Visit
09:30am start****Aviation roles & airport visit.****11 APR****Aviation****Aviation Industry & World
Geography.**

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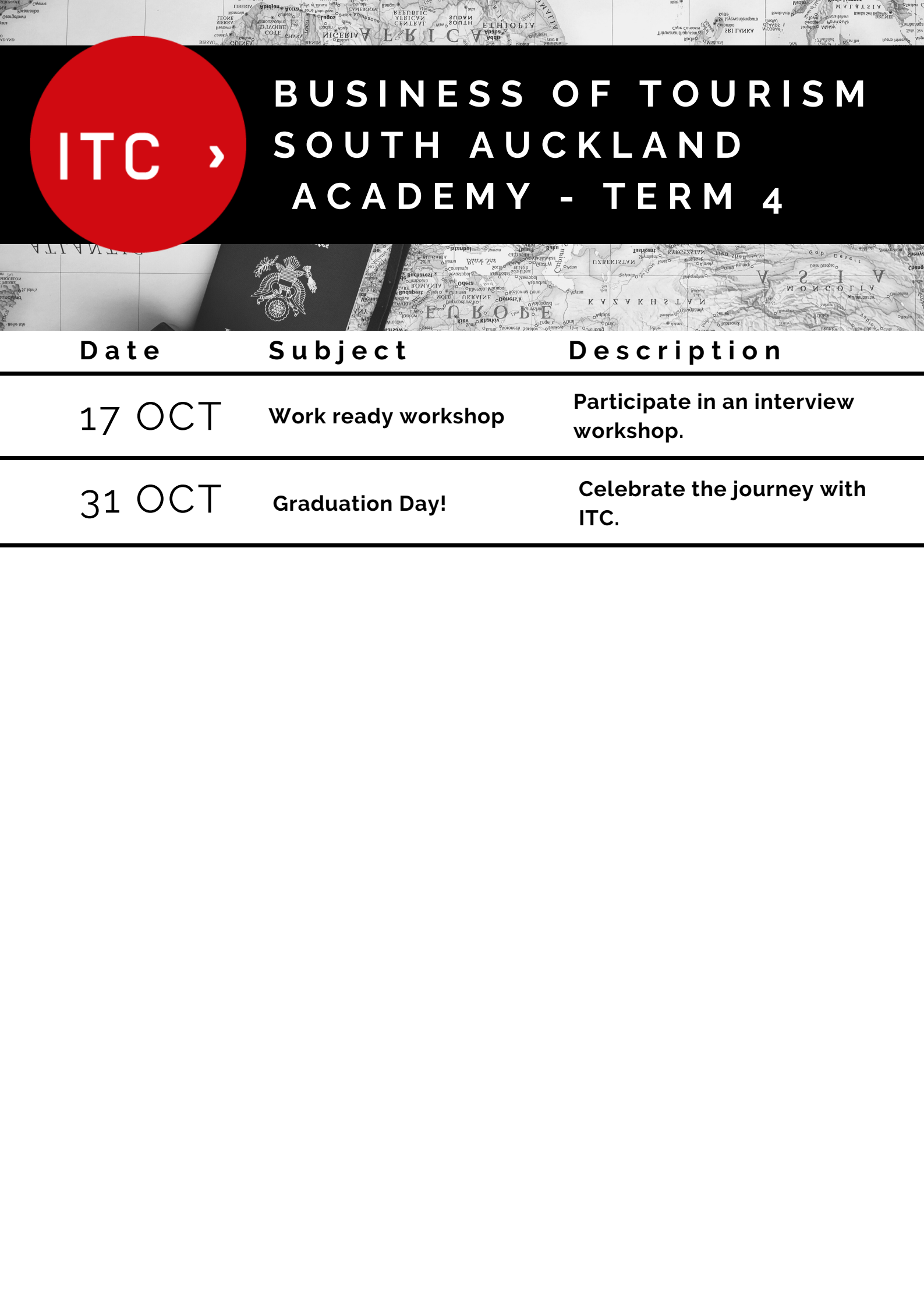
BUSINESS OF TOURISM SOUTH AUCKLAND ACADEMY - TERM 2

Date	Subject	Description
2 MAY	Communication	Unit 9694 – Process of communication.
9 MAY	Communication – Site Visit (City Campus)	Guides hosts & retail agents at the Auckland Museum.
16 MAY	Marketing	Unit 2925 – Marketing options for enterprise activities.
23 MAY	Marketing	Guest speaker - Marketing & Sales Manager in tourism.
30 MAY	Customer Service	Customer service and problem solving.
13 JUN	Tour Guiding	Intro into Tour Guiding and speaking to an audience.
20 JUN	Leadership & Guiding - Site Visit (City Campus)	Walking tour of Auckland City. Student presentations.
27 JUN	Adventure Tourism	Unit 1312. Give instructions in the workplace.
4 JUL	Adventure - Site visit (City Campus)	Full Bridge Climb & Bungy with AJ Hackett Auckland.

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BUSINESS OF TOURISM SOUTH AUCKLAND ACADEMY - TERM 3

Date**Subject****Description****25 JUL****Teams & Team Leadership****Introduction about team work & leadership in teams.****1 AUG****Teams & Team Leadership****Unit 27563 - Team building activities and assessment.****8 AUG****Teams & Leadership -
Site Visit (City Campus)****Skyjump, Skywalk and All Black Experience.****15 AUG****Teams & Team Leadership****Unit 27563 - Team building process.****22 AUG****Eco Tourism****Eco & Sustainable Tourism.****29 AUG****Eco Tourism – Site Visit
(City Campus)****Auckland Zoo – Meet the sustainable expert.****5 SEP****Sales****Unit 23769 - Sales functions, staff, features & benefits.****12 SEP****Sales – Site Visit (City
Campus)****Industry site visit to Skycity and WETA.****19 SEP****Work ready workshop****Plan a career pathway.****26 SEP****Work ready workshop****Create a CV.**



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BUSINESS OF TOURISM SOUTH AUCKLAND ACADEMY - TERM 4

Date

Subject

Description

17 OCT

Work ready workshop

Participate in an interview workshop.

31 OCT

Graduation Day!

Celebrate the journey with ITC.