



School of Tourism and Hospitality Management

**GRADUATE DIPLOMA IN TOURISM AND HOSPITALITY
MANAGEMENT (LEVEL 7)**

Programme Handbook

Foreword

Welcome to Queenstown Resort College

Together with the Chairman and Board of Directors, I welcome you to Queenstown Resort College (QRC) to study and embark on a new and rewarding life experience.

QRC staff, residents of Queenstown and other students of the College will do all that is possible to ensure that you achieve your goals and have a positive and memorable time with us.

Charlie Phillips
Chief Executive

Message from Academic Director

Kia ora

Welcome to Queenstown and QRC. You are about to start on an amazing 12 month programme which will not only prepare you for a leadership role in the Tourism and Hospitality industry but also inspire and challenge you as an individual along the way.

This is an exciting time for students and staff alike. QRC's Graduate Diploma in Tourism and Hospitality Management is a leading avenue for students to enter into desirable roles in New Zealand's largest industry. The diploma's unique internship component, strong focus on building research and critical thinking skills, and location in Queenstown will provide you with many opportunities for personal and professional development.

As Academic Director, I can assure you that you will have every opportunity to take full advantage of not only the professional and focused staff we have here at the College, but also the wonderful setting you will now be living in.

Jacqui McLean
Academic Director

MISSION: Deliver an Education you can use – and will be loyal to!

VISION: Ensure the QRC Graduate will be equipped with the skills and confidence to become the employee of first choice.

VALUES:

- Straight Talking
- Authentic Engagement
- Professional Enthusiasm
- Humility
- Fun & Collaborative Work
- Continuous Improvement
- Lead by Example

Graduate Diploma in Tourism and Hospitality Management

Welcome to the Queenstown Resort College, School of Tourism and Hospitality Management. This handbook contains the general paper outlines, Academic and Conduct Regulations and information about your programme of study. You should refer to it during your course of studies.

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Paper	Paper Title	Lecturer	Email	Level
Term One				
907.501	Tourism and Hospitality Fundamentals	Christine Flowers	Christine.flowers@qrc.ac.nz	5
907.601	Tourism and Hospitality Business Management	Masoud Karami	masoud.karami@qrc.ac.nz	6
Term Two				
907.602	Tourism and Hospitality Sales and Marketing	Masoud Karami	sam.spector@qrc.ac.nz	6
907.701	Tourism and Hospitality Organisation Behaviour and Culture	Karen Murphy	Karen.murphy@qrc.ac.nz	7
Term Three				
907.702	Tourism and Hospitality Leadership	Karen Murphy	Karen.murphy@qrc.ac.nz	7
907.703	Tourism and Hospitality Strategic Management	Masoud Karami	masoud.karami@qrc.ac.nz	7
Term Four				
907.704	Industry Internship Project	<i>Project Supervisors:</i> Masoud Karami Karen Murphy <i>Internship Manager:</i> Jil Leydon	Karen.murphy@qrc.ac.nz masoud.karami@qrc.ac.nz jil.leydon@qrc.ac.nz	7

All teaching staff can be contacted by email or via Reception

QRC Management and Administration Staff

Charlie Phillips	Chief Executive 03 441 1690 Ext 810 charlie.phillips@qrc.ac.nz
Jacqui McLean	Academic Director 03 409 0500 Ext 802 jacqui.mclean@qrc.ac.nz
Masoud Karami	Lecturer and Research Leader 022 020 3439 masoud.karami@qrc.ac.nz
Karen Murphy	Lecturer Karen.murphy@qrc.ac.nz
Rachel Senior	Student Relations 409 0500 Ext 808 rachel.senior@qrc.ac.nz
Angela Juergensen	Quality Assurance Co-ordinator 03 409 0500 Ext 802 angela.juergensen@qrc.ac.nz
Jil Leydon	Internship Manager 03 409 0500 Ext 817 jil.leydon@qrc.ac.nz
Kim Coombs	Academic Administrator Kim.coombs@qrc.ac.nz
Kay Young	Reception 03 409 0500 Ext 800 reception@queenstownresortcollege.com
Ruth Kime	Admissions Officer 03 409 0500 ruth.kime@qrc.ac.nz
Sean Fitzgerald	Financial Administrator 0800 441 114 sean.fitzgerald@qrc.ac.nz

Qualification

Upon successful completion of the programme, students are awarded the QRC Graduate Diploma in Tourism and Hospitality Management.

Aims

The main aim of the Graduate Diploma in Tourism and Hospitality Management programme is to provide graduates in other disciplines who wish to pursue a career in the growing tourism and hospitality industry the opportunity to supplement their first qualification with the new skills, knowledge, and experience needed to make a successful transition to tourism and hospitality.

Graduate Diploma Outcome Statement

Graduate Diploma in Tourism and Hospitality Management graduates will be able to:

- apply appropriate skills and knowledge from their first qualification to relevant contexts within tourism and hospitality;
- integrate relevant theory, experience, and skills to implement best practices in specific areas of tourism and hospitality operations and management;
- apply management principles in a tourism and hospitality environment;
- draw on the theories and tools of analysis they have learned to think critically about how to manage tourism and hospitality organisations efficiently and enhance organisational performance;
- take responsibility for their own learning, conduct independent investigations, identify problems, and develop creative solutions that exhibit academic rigour and independent learning;
- demonstrate an ability to access, evaluate, and apply new knowledge and information;
- communicate effectively with guests, prospective guests, co-workers, senior management, industry suppliers, and other stakeholders through effective written communication and well-developed interpersonal skills; and
- take responsibility for practicing ongoing personal development in the tourism and hospitality industry.

Programme Completion Requirements

A student will qualify for the award of the QRC Graduate Diploma in Tourism and Hospitality Management upon completion of the following programme requirement within five years of the date of enrolment:

- Achievements of grades not lower than 50% for all papers in the Graduate Diploma. Final fail grades must be amended by full paper only.
 - Fulfilment of all financial obligations to the College.
-

1.0 Professional Excellence Expectations

1.1 Overview

Tertiary-level students are expected to behave responsibly. At no time will QRC condone any actions or activities that might compromise the safety of you, other students, staff, or the property of the College and the local community. **Serious misconduct may result in dismissal or suspension from the College.**

This handbook, student support personnel, other office staff, tutors, and the orientation programme will collectively inform you of QRC expectations and clearly outline what is considered appropriate student behaviour.

One of the aims of the College is to produce prospective employees who are highly sought after by the tourism and hospitality industry, not only for their skills but also their consummate professionalism. These standards have been consistently highlighted by our Industry Advisory Board. Accordingly, the College demands the highest standards of personal and professional excellence from all its students.

The aspects of a student's performance which are indicative of a high degree include:

- Regular class attendance
- Punctuality
- Courtesy and professionalism
- Excellent grooming and personal appearance
- Cleanliness
- Honesty
- Cooperation and helpfulness
- Team spirit
- Respect for others
- Respect for the College community and environment

Any incidents of unprofessional behaviour or behaviour that breaches College guidelines will be reported to the Academic Director and may incur a warning or suspension.

At any time during the term, a student who comes close to a warning or who repeatedly fails in the same areas is required to seek counselling from the Academic Director. Appropriate measures to remedy any behavioural circumstances and improve the student's professional conduct will be discussed.

Attendance is essential to meet the requirements of either StudyLink or Immigration New Zealand. Please inform the college immediately if you are sick or cannot attend a set class.

1.2 Grooming Standards

The college has adopted a grooming standard which reflects the highest professional industry standards. The following section outlines the general requirements and expectations of the college.

The college reserves the right to judge whether specific grooming issues not addressed in these guidelines are acceptable or not. Students are required at all times to follow these guidelines in grooming, and also to follow the spirit of excellence in personal appearance that they articulate.

On campus attire

Graduate Diploma students wear professional business attire when on campus and during class time. Ensure your clothing is clean, well ironed and worn correctly. Uniform for internship placements is to be worn as directed by individual businesses.

All students will be provided with a name tag.



Ladies required attire

- Suit jacket (to be worn around campus, can be removed in class rooms)
- Professional shirts and blouses
- Professional pants and skirts
- Smart black leather shoes and business socks

Males required attire

- Suit jacket (to be worn around campus, can be removed in class rooms)
- Professional collared shirts
- Professional trousers
- Smart black leather shoes and business socks

Scarves, hats, sunglasses, over coats, puffer jackets and beanies must be removed once inside the college.

Hair and facial hair

Hair is to be worn in conservative style and colour with shoulder length hair to be fully tied back. Shorter styles must be conventional and neatly trimmed to the collar.

Beards or moustaches must appear to be fully grown, neat and trimmed. Students should be aware that the majority of hotels in New Zealand stipulate that male employees must be clean shaven without facial hair.

Jewellery and accessories

Jewellery and accessories are to be worn conservatively, meaning single set of small earrings, plain stud or sleeper per ear. A single fine necklace and bracelet may be worn along with a maximum of two rings per hand. No rings on the thumb or index fingers. No jewellery is allowed in kitchens. Any student wearing jewellery deemed inappropriate, unsuitable or excessive may be requested remove it.

Cosmetics and tattoos

Make up should be simple and natural. In many hotels make-up is an essential part of the uniform and large department stores have professionally trained make-up consultants who will be happy to show you how to apply make-up to present a professional image.

Bright colored nail polish is not permitted; however, natural tones such as French polish, nude or flesh can be worn. Fingernails should be clean and trimmed.

Visible body piercing is not acceptable (including facial area and tongue). Tattoos are to be covered and never visible when in business attire.

Personal hygiene

Shower daily and use deodorant. Also be sure to launder your clothes regularly.

Smoking is only permitted outside the front of QRC house near the picnic benches. You are not permitted to smoke anywhere else around the outside or inside of the building.

1.3 Attendance Regulations

Students will sign an attendance agreement that reads as follows:

I understand and accept that my continued enrolment is dependent on my meeting the following criteria:

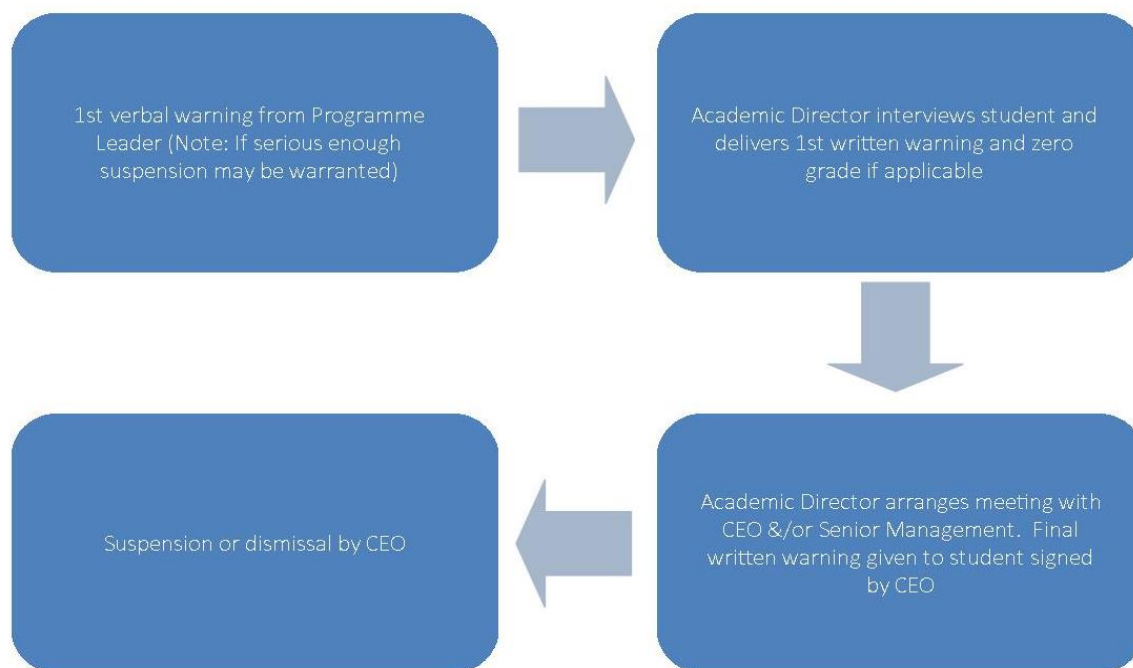
1. I must attend 100% of classes. A record will be kept of my attendance.
2. If I cannot attend a class I will inform the instructor(s) of that class **prior** to being absent.
3. A medical certificate, or letter from another health professional, may be required to be given to the school administrator if I cannot attend due to illness.
 - 4a. Upon my first unexcused absence I will receive a notification letter reminding me of my obligations.
 - 4b. If I have further unexcused absences I will receive a second letter requiring me to attend a meeting with the Academic Director to discuss the circumstances of the absences and possible penalties (such as extra-curricular assignments).
 - 4c. If I have additional unexcused absences after having received a notification letter and meeting with the Academic Director, I will be required to attend a meeting with the Academic Director. At this point the College may decide to terminate my enrolment.

These regulations are intended to reflect common workplace practices, while acknowledging that students are in transition between learning and work environments.

As you would for an employer, all and every absence or lateness must be explained to the instructor(s) of the missed classes.

For any leave requests students must submit a *Student Leave Request form* (in the appendices in this handbook). Once completed submit to the Academic Director for formal approval. The Academic Director will inform the student by email within 48 hours of the outcome.

1.4 Academic Misconduct Procedures (refer to 2.11)



2.0 Academic Regulations

2.1 Assessment

Assessment is the way that we determine whether students have met the learning outcomes of the paper or not. Assessment usually occurs through:

- demonstration or performance of skills,
- oral presentations, interviews, reports, or seminars,
- written industry documentation, research assignments, essays, or reports, and
- controlled assessment (exams).

Formative assessment does not count towards a final grade. It is designed to help students with their knowledge and understanding of the course material and to provide feedback opportunities for the student and teacher.

Summative assessment counts towards a final grade and is designed to test knowledge, skills, and understanding of course content.

Moderation: At QRC, assessment activities are moderated (to ensure that assessment is fair, valid, and consistent) prior to being given out to students and also post marking.

Assessment requirements vary from paper to paper. Students should check paper or programme information or study instructions very carefully.

It is important that students are aware of assessment deadlines. Students are advised to add the due dates of assessments and examinations to a list of important dates in their diary. Please refer to 3.1 Submission of Assessment for guideline on submission of assessments.

2.2 Assessment Strategies

Much of the Graduate Diploma programme is focused on self-directed learning and, as such, many of the assessment practices are geared towards individual assessment during the term. Assessment may take the form of an in-class activity, out of class individual self-directed assignments, oral presentations, and controlled exams. The student is strongly encouraged to undertake self-study and research in paper topics outside of class time.

2.3 Turnitin

- QRC uses Turnitin to provide a tool to assist students which enhances their knowledge and understanding of plagiarism. Turnitin allows students to develop good academic practice in order to reference material correctly, thereby minimising the risk of submitting plagiarised work in assessments. Turnitin may also be used to assist with plagiarism detection where there is concern that an assignment contains plagiarised material. Staff and students should be aware that Turnitin is not the only method of checking for plagiarism and other means are readily available.
- If students are submitting assessments via Turnitin, this is a declaration that what they are submitting is their own work and they understand the penalties for plagiarism as stipulated in the Programme Handbook.
- Students may upload and save a draft copy of their documentation onto Turnitin at any point before the assessment deadline but once they click submit, their submission is final.
The submission availability is open 7 days before the due date and for 6 days following the due date (lateness penalties will apply).

2.3 Extension of Assessment Deadlines (excluding one-off tests/exams/quizzes)

Students must demonstrate that every effort has been made to submit work by any specified deadlines. However, we realise that because of illness or other sustained interruption to study, students will sometimes be unable to meet a deadline.

As soon as this becomes apparent and before the due date has passed, students must formally apply for an extension to a deadline, no later than 48 hours prior to the assessment due date, on the Request for Extension of Assessment/Project form (the form is in the appendices at the back of this handbook).

The Academic Director approves or declines the application. Documentary or other verifiable evidence may be required.

Any assessment not submitted prior to a weekend will incur a late penalty. Should it be a long weekend a further 10% will be lost for the public holiday. Students can submit their assessment electronically to their teacher on either day however a signed hard copy must be submitted by 9.00am on the first day the College is reopened.

Should QRC be closed due to adverse weather conditions and an assessment is due that day, the assessment must be submitted with a signed cover sheet by 9.00am the day the College is reopened to avoid any late penalty.

2.4 Assessment Submissions: Lateness Penalties

Late assessments will attract the following penalties:

Days Overdue	Penalty deduction from overall grade total	Maximum achievable result
One	10%	90%
Two	20%	80%
Three	30%	70%
Four	40%	60%
Five	50%	50%
Six or more	Automatic assessment failure	0%

NB: Please note that weekends and public holidays will also incur late penalties.

2.5 Keeping a Copy of Your Work - Back up your files

It is the responsibility of students to keep a copy of any work sent for marking. We recommend the use of Skydrive/Google Docs/Dropbox/iCloud as suitable options to secure your work as well as USB memory sticks and external hard drives.

When assessments are returned, students should keep the marked copy of the work for six months after paper completion.

Final exams or exams, tests and assessments worth 40% or more of the paper will be retained by the College for six months after paper completion. Students may apply to view the exam or assessment through the Quality Assurance Coordinator.

2.6 Controlled Assessment

Absence from one-off scheduled tests or exams will incur a zero mark for that assessment unless a medical certificate or other formal permission has been approved through the Academic Director.

If an authentic alternative test or exam occasion can be offered, and permission is granted by the Academic Director, the student may sit the controlled assessment. The student must apply for this on the Request for Alternative Controlled Assessment form (found in the appendices at the back of this handbook), within 48 hours of returning to college.

Authentic means that the student has not received any assistance from students who have already sat the controlled assessment and the results of the controlled assessment have not yet been returned to other students and/or another version of the controlled assessment is to be used.

2.7 Resits

Where a student has not achieved the 50% overall pass grade in a paper, a full re-sit is offered to the student by the Academic Director as follows:

1. **Full Resit:** students will be expected to re-enrol in a paper the next time it is available or at other times during the Graduate Diploma programme (timing dependant on paper availability or as directed by the Resit Coordinator). Full paper fees apply.
2. **Resubmission of an assessment task:** the student may have the opportunity to resubmit a component or specified assessment activity during the delivery of the paper- unless the weighting is 30% or more (not controlled activities such as tests or exams). This is at the discretion of the Academic Director, to be completed in the student's own time, and submitted per an agreed submission process. The highest mark available through this process is the 50% pass mark. An admin and marking fee of up to \$150.00 per assessment component will apply.

Students must notify the Resit Coordinator – Fabiola Letieri (fabiola.letieri@qrc.ac.nz) – by email or in person if they would like to complete any resits. Enrolment is subject to availability.

Option 2 is subject to availability of staff and administrative capability and is at the discretion of the Academic Director, who may also take into account the student's:

- satisfactory class attendance
- previous resit history
- achievement history in the assessments in the paper; the likelihood of successful achievement through self-study will be gauged

Note: All resit students are required to wear equivalent work attire to all resit classes.

2.8 Special Assessment Conditions

Where a student wishes to access special assessment conditions due to impairment, illness, injury, or learning disability, QRC must be supplied with a current medical certificate or other appropriate document that establishes the nature of the significant barrier that may impact on the applicant's ability to complete assessments without the special assessment conditions applied for.

Application for consideration of special assessment conditions must be made to the Academic Director within the first two weeks of the start of a programme or paper unless due to a subsequent event (e.g. accident). Approval is at the discretion of the Academic Director.

Special assessment conditions which may be approved are:

- **Time Allowance:** extra time may be granted for examination sessions and, under exceptional circumstances, assignment deadlines.
- **Modifications to Examination or Test Requirements:** Written exams/tests may be approved for modification, such as enlarging the font size, provision for oral responses, etc.
- **Use of Equipment or Resources:** Use of computers, dictionaries, or other aids may be permitted for candidates who have difficulty with reading or writing, if this is the usual method of communication. Approval will not be granted if the request is made on the grounds that a candidate has untidy writing.
- **Examination Assistant:** Assistance by a Reader, Writer or a Reader/Writer may be provided. Extra time and a separate examination room may also be given to accommodate the reading/writing assistance.

2.9 Assessment in Te Reo (Maori)

The College will permit assessment to occur in Te Reo provided that:

- The student indicates to the Academic Director within two weeks after the start of the paper that they wish to be assessed using Te Reo.
- The paper has no other requirements around communication explicitness in English.
- The College can assure itself and the student that the assessment material can be written and marked in Te Reo to the same standard as all other assessments in the paper.

2.10 Aegrotat

You may apply for an aegrotat grade if:

- You are prevented from attending an assessment occasion due to illness, injury, trauma or personal bereavement.
- You believe your performance in an assessment has been seriously impaired for one of the above reasons.

The aegrotat process is not available for:

- Coursework assessments worth less than 15% of the total weighting of the paper

Application must be made in person to the Academic Director no later than ten working days after the assessment was held. The student may be asked to provide documentary evidence. Consideration will be given to the applicant's:

- class attendance
- achievement history in the assessments in the paper - likelihood of successful achievement through self-study only

Final approval of an aegrotat grade is made by the Academic Director.

2.11 Assessment Misconduct

Dishonest or improper practice in formal assessments includes:

- Copying from another student.
- Plagiarising a piece of work without acknowledging the source.
- Cheating in controlled formal assessments (tests, quizzes, examinations).
- Extensive inappropriate collaboration on assignments.

Queenstown Resort College has procedures for dealing with possible dishonest or improper practice in formal assessments by students. The Queenstown Resort College Student Handbook sections Student Rights and Responsibilities and Disciplinary Action explain the rules for student conduct and relevant disciplinary policies, procedures and possible penalties.

Where dishonest or improper practice is suspected, it is referred to the Academic Director who follows the procedures outlined in the relevant section (found in the Student Handbook under Disciplinary Action).

Academic dishonesty in any form will result in disciplinary sanctions against the offender. Sanctions may include the assignment of a zero grade for an assessment item; a failing grade (<D grade) for the paper; suspension from the College; or, in cases of fraudulent actions, dismissal from the College.

Cheating within a controlled exam/test

- Lecturer to speak with student and seek as much information as possible
- Advise student of the seriousness of their actions
- Collect all documented evidence
- Remove student from examination keeping all evidence and examination scripts etc
- Advise Academic Director and tutor to write report on the incident
- Academic Director to seek all information and bring student in for formal meeting
- Discuss consequences and document student responses
- Hold programme committee and where require, ask student to attend
- Take action as required. Should suspension be sought approval from CEO is required

2.12 Recognition of Prior Learning (RPL)

The normal provisions for credit for prior studies and recognition of prior learning do not apply to this graduate diploma as its purpose is to provide added value to a previous qualification.

2.13 Appeals

If you feel you have not been treated fairly in an assessment, or you dispute the result, you can appeal the assessment decision on the form Request for Review of an Assessment Task (found in the appendices in the back of this handbook or in the library and located in Moodle).

Before you do so, it is a good idea to discuss your concern with the lecturer/marker first. If there is no resolution then use the appropriate form and submit this to the Academic Director. The fee for this is \$50 and is refundable should your appeal be successful.

For any type of assessment the student must lodge an appeal within seven working days of receiving results and the student/class feedback.

2.14 Adverse Weather Procedures

In the event of adverse weather conditions (snow), or where there are sufficient health and/or safety risks for students/staff, the following options apply:

1. **Option 1:** Morning classes postponed and a further update to be notified via the Queenstown Resort College official facebook page and through Academic Directors and QRC Lodge management along with email.
2. **Option 2:** Classes cancelled, building remains open – attendance is not required.
3. **Option 3:** College closed – building will be locked.

QRC official Facebook page will be updated with the status throughout the day. QRC Lodge will notify all live in students of status. Where possible, students will be notified via email on the status of the College.

2.15 End of Term Travel Arrangements

Students are advised that it is unwise to anticipate end of term travel prior to the Saturday at the end of exam week. Make-up classes for closure and postponements may necessitate attendance through to the very end of exam week.

2.16 Progress into Internship

Internship requirements:

Overall, students must pass at least 75% of terms one to three papers to be eligible to move onto their internship. All internship requirements within the internship handbook must also be met. Students not meeting the requirements of internship will be required to repeat all resit papers to gain at least 75% pass overall to be eligible for internship placement.

2.17 Grading System for Graduate Diploma

Grades for the Graduate Diploma in Tourism and Hospitality Management are awarded on the following basis:

Mark	Grade	
90-100	A+	Passing grades
85-89	A	
80-84	A-	
75-79	B+	
70-74	B	
65-69	B-	
60-64	C+	
55-59	C	
50-54	C-	
Aegrotat	AP	
50+ (exam <40)	D*	Failing grades
45-49	D+	
40-44	D	
0-39	D-	
Incomplete	E	

2.18 Credit Points

Each paper is given a National Qualifications Framework credit point rating based on a weighting of the class workload involved.

2.19 Term Administration

All student documentation, forms and information can be found on Moodle under Term Administration. This includes programme handbooks, assessment documents, and information on leave, plagiarism, resits, emergency procedures, student support, and student council.

2.20 Printing Costs

An allowance for each term is given to cover printing costs. For some terms printing will be less and the credit balance moved over to the next term. It is important to be aware that in other terms printing requirements are a lot more and the need for the additional credit saved from previous terms will be essential to ensure you do not go over your allocation of printing costs.

2.21 Social Media Regulations

As a student I undertake to:

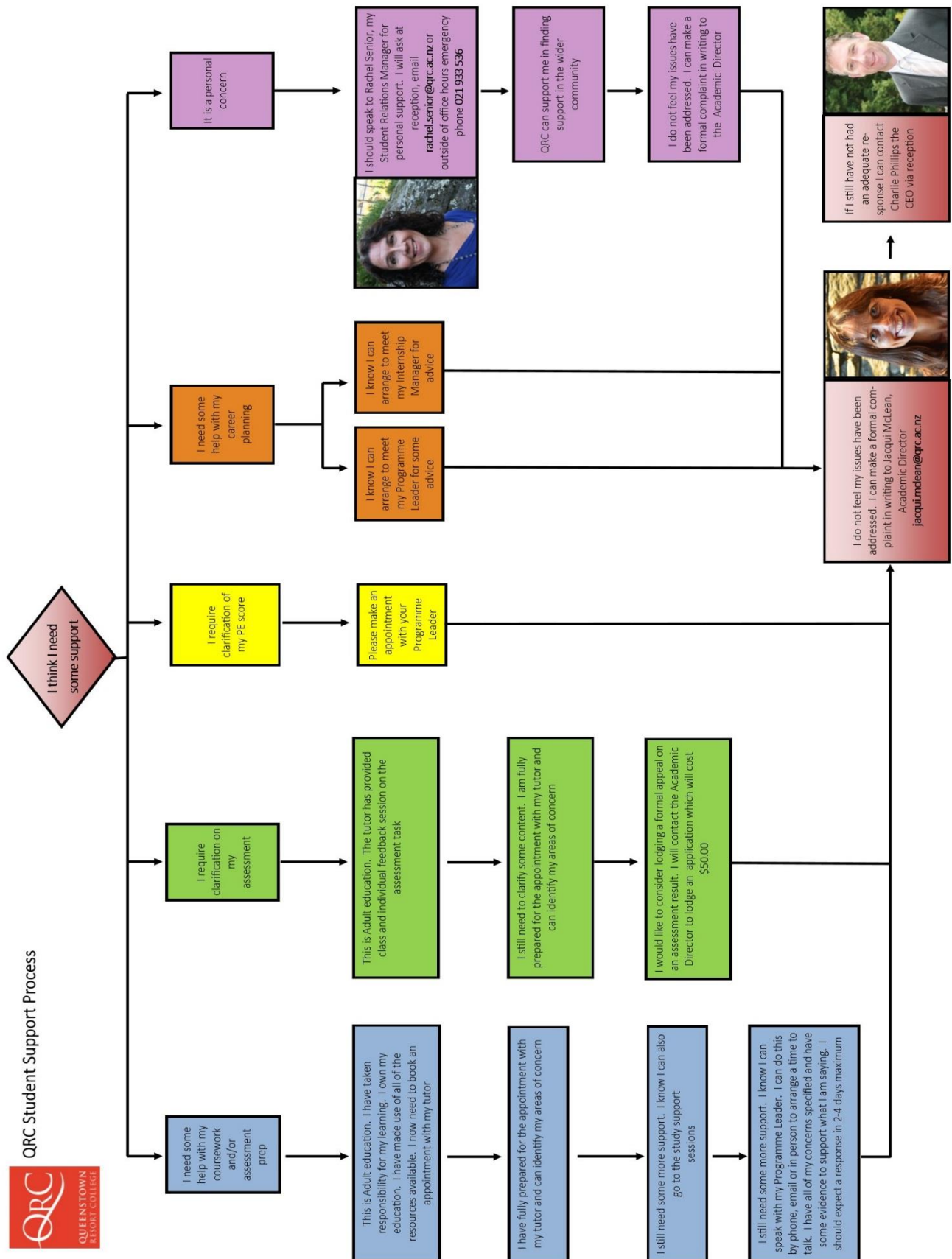
- Comply with QRC College rules, regulations and code of conduct, including the professional excellence system
- Behave in a professional manner that does not offend others and is not discriminatory in anyway
- Accept responsibility for safeguarding the relationships between QRC and its stakeholders.
- Act in a manner that is consistent with the College Values when using social network websites or any other means

Any breach of social media regulations falls under Serious Misconduct and will be dealt with by Senior Management of the college.

Your media represents you. That probably seems obvious, but remember it can keep on representing you well into the future because content posted online or with phones is pretty impossible to take back. So it is a good idea to think about how what you post now will reflect on you down the line. If you think it might impact on an employment prospect, damage a relationship, or upset your grandmother, consider not sharing it.

Manage your visibility. Consider the whole image. The background of a photo or video could indicate where it was taken or what the people in it were doing at the time. Is that information you want to convey? Your media could show up anywhere.

2.22 Flow Chart Student Support



3.0 Guidelines for Presentation of Assessments

3.1 Submission of Assessments

All assessments must be submitted by the specified due date and time in the format (digital and/or hard copy) required by the instructor.

3.2 Professional Appearance

Visual impact of your project does influence your marks. The marker will expect you to produce work which would appear credible in the business/management work environment.

3.3 Assessment Cover Sheet

- An assessment cover sheet must be filled in, signed, and placed on the front of every submission.
- A copy of the cover sheet is included with your Programme Handbook material and is on moodle under diploma administration page - please print as required.
- This sheet is a signed statutory declaration of authenticity made by you.

3.4 Layout

- Unless specified the font used must be Calibri light, 11pt, 1.5 spacing.
- Leave a 3cm margin on the left hand side of the page and a 5cm margin on the right hand side. The marker will use this for comments. Margins must be justified.
- Print on both sides of the paper and number each page bottom right of the page.

3.5 Editing

Edit and spell check prior to submission. If handwriting (only to be used for in-class assessments) please ensure your work is readable otherwise it may not be assessed. Attending skills study workshops is recommended.

3.6 Recommended Textbook

Emerson, L. (Ed.). (2014). *Writing guidelines for business students*. (5th ed.). South Melbourne: Cengage Learning.

3.7 APA Referencing

Referencing is an important part of all tertiary academic work. Sources of information should be acknowledged, using the APA style (refer to the Emerson book above and information taught in Skills Studies Workshops) for the following reasons:

- To distinguish between your ideas and someone else's.
- To show readers the range and quality of your reading.
- To direct readers to the sources used if they want further information.

Failure to acknowledge a source of information or using other peoples' ideas as your own is called plagiarism. It is a serious form of academic dishonesty and will incur penalty or disciplinary procedure.

4.0 Overview: Individual Course Components (Papers)

907.501 Tourism and Hospitality Fundamentals

Content Summary

The aim of this course is to introduce and provide the student with the fundamentals and basic processes within the international tourism and hospitality industries including their meaning, correlation, development, components, and dynamics. This course will enable the student to develop an understanding of consumer behaviour including trends and service as a key component. Learners will also focus on tourism and hospitality sectors and activities, including sustainability, and the course will encourage students to evaluate the future of global tourism and hospitality.

Level: 5

Credits: 15

Contact hours: 67

Self-study hours: 83

Learning Outcomes

At the end of this paper the student will be able to:

1. Analyse and explain the leading characteristics of both the New Zealand and global tourism industry's main sectors;
2. Explain the principles and characteristics of hospitality management and its relationship to tourism;
3. Apply theories and models on tourism and hospitality motivation and consumer behaviour in relation to a range of tourism and hospitality sector types and market segments;
4. Evaluate why service in relation to visitor experience is such an important facet of tourism and hospitality;
5. Analyse and describe the range, nature, and role of the regulatory framework for tourism and hospitality;
6. Determine the broad concepts of sustainability within tourism and hospitality;
7. Evaluate and explain various theoretical and practical issues related to the definitions for tourism and hospitality.

Content Summary

The aim of this course is to provide the student with business management knowledge within the international tourism and hospitality operational environment including internal dynamics, marketing practices, human resource processes, and financial analysis. This course will enable the student to develop an understanding of elements that will assist in decision making surrounding organisational evaluation and appropriate business practice to enable success.

Level: 6

Contact hours: 60 **Self-study hours:** 90

Learning Outcomes

At the end of this paper the student will be able to:

1. Examine and analyse the behavioural aspects of organisations at the individual, group, and organisational level;
2. Evaluate elements and recommend solutions surrounding conflict and communication within change management;
3. Analyse conceptual and practical understanding of the importance of effective human resource management principles and practices;
4. Analyse financial and operating information for management in planning, control, and evaluation to assist in decision making;
5. Analyse entrepreneurship and evaluate how this concept is applied to SMEs in the tourism and hospitality industry.
6. Assess the financial viability of hospitality and tourism organisations.

Content Summary

The aim of this course is to provide the student with a comprehensive knowledge base and understanding of the concepts pertaining to the unique tourism and hospitality sales process and to gain proficiency in applying these to the development of marketing strategies and tactics. This course will enable the student to evaluate the value creation process, channel and media integration, information management, and performance assessment via yield and revenue management. The course will also equip students with the knowledge of how to harness sales distribution through the web and other digital technologies as effective marketing tools for organisations, including an integrated e-marketing strategy for tourism and hospitality businesses.

Level: 6

Contact hours: 60

Self-study hours: 90

Learning Outcomes

At the end of this paper the student will be able to:

1. Analyse the capacity of sales and marketing within a tourism and hospitality context through the mental, physical, emotional, and social activities experienced by consumers and evaluate recommended outcomes;
2. Examine the psychology of how consumers think, feel, reason, and select between different product alternatives;
3. Evaluate the psychology of how the consumer is influenced by his or her environment in a tourism and hospitality context;
4. Evaluate the potential outcomes in terms of customer satisfaction measurement and service quality;
5. Analyse the strategic application of marketing principles and techniques via digital and other media;
6. Evaluate and analyse revenue management maximisation within tourism and hospitality and identify benchmarks;
7. Examine and assess global distribution systems as single points of access for reservations within tourism and hospitality and understand the relation of those systems to yield management.

Content Summary

The aim of this course is to provide the student with a comprehensive knowledge base of organisational behaviour within the tourism and hospitality industry. It will also provide understanding of organisational culture dynamics that can affect the economic sustainability of a business. This paper will provide students with the ability to analyse the values, principles, and codes of conduct that affect tourism and hospitality businesses to enable them to function within an environment where meeting and exceeding the expectations of all stakeholders is paramount.

Level: 7

Contact hours: 60

Self-study hours: 90

Learning Outcomes

At the end of this paper the student will be able to:

1. Evaluate the interface between human behaviour and a tourism and hospitality organisation;
2. Examine the study of human behaviour in organisational settings and against a tourism and hospitality organisation itself;
3. Analyse, critique, and modify their own behaviour and to understand and influence the behaviour of others as managers in a tourism and hospitality setting;
4. Critique and evaluate different tactics, including reorganising groups, modifying compensation structures, and changing the way performance is evaluated;
5. Evaluate and apply theories, philosophies, and models on tourism and hospitality of organizational behavior;
6. Examine and evaluate organisational culture research to improve job performance, increase job satisfaction, promoting innovation, and encouraging leadership;
7. Evaluate organisational culture as a system of shared assumptions, values, and beliefs, which governs how people behave within a tourism and hospitality business.

Content Summary:

The aim of this course is to critically review contemporary leadership theory and practice. Leadership attributes will be evaluated and analysed against tourism and hospitality industry examples to gain an understanding of the core concepts of effective leadership. This paper will develop leadership potential through examining leadership attributes applied to leading and managing people as individuals and in teams. The course analyses theoretical concepts and models from a tourism and hospitality business perspective and is designed to help students in developing their abilities to think and reflect about their role as a leader in preparation for managerial roles.

Level: 7

Contact hours: 60

Self-study hours: 90

Learning Outcomes

At the end of this paper the student will be able to:

1. Analyse and determine their understanding of the major theories and conceptions of leadership;
2. Evaluate and explain the critical debates as well as the primary areas of agreement and disagreement within leadership literature;
3. Identify appropriate leadership strategies which develop teams and diverse organisations;
4. Evaluate and apply theory to a range of cases that exemplify the challenges and responsibilities leaders face in a variety of organisational contexts;
5. Critically apply leadership theories and concepts to diverse realistic tourism and hospitality industry contexts.

Content Summary

The aim of this course is to provide students with a comprehensive knowledge base for strategic thinking in order to allow them to analyse tourism and hospitality organisational and environmental situations and implement strategic plans. Students will evaluate a range of strategic management perspectives and their role in achieving organisational success. This course will enable students to critically consider concepts of strategic management and gain understanding of strategic leadership by analyzing an organisation as a whole and understanding how that organisation influences and is influenced by broader sector-, industry-, and economy-wide factors. Students will learn and apply strategies that are relevant at different hierarchical levels in order to develop analytical and decision-making skills that allow dealing with complex conceptual problems.

Level: 7

Contact hours: 60

Self-study hours: 90

Learning Outcomes

At the end of this paper the student will be able to:

1. Examine the principles and theories that relate to strategic management;
2. Evaluate aspects that enable a more competitive tourism and hospitality business;
3. Analyse and determine optimum strategic direction for various segments of the industry, including lodging, gaming, cruise lines, airlines, event centres, and food and beverage service;
4. Evaluate and discuss variables that affect strategic management and leadership;
5. Evaluate and assess issues affecting strategy formulation and implementation of strategies in the tourism and hospitality industry.

Content Summary

This course is designed for those seeking an opportunity to investigate the functioning of a tourism and/or hospitality enterprise through participative observation and to engage in an applied management project using the knowledge gained in previous courses. The aim of this course is for students to utilise time within industry to gain experience in analytical and applied research in the tourism and hospitality fields. Students will work for at least 200 hours in a tourism and/or hospitality establishment to gain practical knowledge and experience in planning and production, dealing with customers, conducting risk assessment, and planning the implementation of operations for daily events. Students can gain first-hand appreciation of applying research to improving management efficiency, performance, and analytical skills in a workplace situation. Students will be required to keep a detailed log of their experiences and provide a systematic analytical framework for recording and analysing their observations.

Level: 7

Contact hours: 200

Self-study hours: 80

Classroom/Tutorial hours: 20

Learning Outcomes

At the end of this paper the student will be able to:

1. Apply tourism and hospitality knowledge, writing skills, and research proficiency from a variety of fields to a tourism and/or hospitality operation;
2. Critically appraise real situations through observation analysis, planning, delivering and reviewing services;
3. Formulate a critical research project utilising evaluative awareness gained, whilst employing management principles and techniques learned during the entire programme;
4. Demonstrate skills and knowledge in analysing workplace problems and recommending solutions through appropriate communication, including innovation and creativity, when dealing with both customers and work colleagues;
5. Undertake reflective personal observations and recording of analysis through the reporting of relevant components during their industry participation;
6. Summarise work experience in the context of expected theoretical outcomes and industry benchmarks.

STUDENT LEAVE REQUEST FORM

Notes:

- To be submitted to the Programme Leader at least 5 working days prior to leave except in extenuating circumstances.
- Please keep a copy of this form for your own record.
- Note – only very important or unavoidable obligations will be taken into account.

OFFICIAL DECISION

Leave APPROVED without PE Point Deduction.

Leave APPROVED with PE Point Deduction after the 3rd absence of class.

Leave DECLINED. PE points will be deducted.

Programme Leader Signature: _____ Date: _____

Student Name & Number: Jethro Testing—QRC0000198S

Start and End Dates of Leave: 22nd October—25th October 2016

Reason for Leave Request (tick one):

- ☒ Compassionate Leave (Immediate family) Additional Information: _____
- ☐ Medical _____
- ☐ Other _____

Paper Names	Date	Time	Assessments due Course Requirements or Industry Shift
HR	22nd October	9.00am	Missing HR interviews with term 2
Law	23rd and 24th	11.30am &	Missing Court visits
Accounting	25th October	1.30pm	Missing budgeting class

Your leave is approved subject to the following:

- You have rescheduled any industry shifts.
- You have checked the S.O.W and there are no assessments due.
- You agree that you are responsible for catching up on all class materials and content missed.
- You take the risk of missing content that is linked to your course content including exams/assessments immediately on your return.
- PE points could be deducted from the 3rd class for each paper depending on leave approval.
- Please note: Assessments will only be rescheduled in extenuating circumstances.

Signature of Student:  _____ Date: 18th October _____



REQUEST FOR EXTENSION OF ASSESSMENT

Please complete and hand to the Programme Leader.

Request must be made a minimum of 48 hours prior to the Assessment due date.

Student Name:	Jethro Testing
Today's Date:	01st December
Paper Title and Number:	HR 901.009
Teachers Name:	Kirsty Dugdale
Assessment Title:	HR Portfolio
Type of Assessment:	Written
Weighting of Assessment:	50%
Date Assessment Due:	03rd December
Date Assessment Handed Out:	15th November
Reasons for Extension:	Sickness—suffering from tonsillitis
Supporting Documents:	☒ Medical Certificate ☐ Other: (Please Specify)
Student Signature:	
Office Use Only:	☐ Approved ☐ Not Approved ☐ Teacher informed New Due Date and Time:
Date:	Authorising Signature of Programme Leader:



REQUEST FOR ALTERNATIVE CONTROLLED ASSESSMENT TIME

Please complete and submit to the Programme Leader.
Form must be completed within 48 hours of returning to college.

Student Name:	Jethro Testing
Today's Date:	10th December
Paper Title & Number:	HR 901.009
Assessment Date:	8th December
Assessment Type	☒ Controlled Assessment ☐ Oral Presentation ☐ Other (Please Specify)
% Weighting of Assessment:	50%
Detailed reason for Absence:	Sickness—suffering from tonsillitis
Supporting Documents:	☒ Medical Certificate ☐ Other: (Please Specify)
Student Signature:	
Office Use Only:	☐ Not Approved ☐ Approved & Assessment session arranged for: Date: _____ Time: _____ Place: _____ ☐ Teacher
Authorising Signature of Programme Leader:	Date: _____



REQUEST FOR REVIEW OF AN ASSESSMENT TASK

Note: A review request must be accompanied by a \$50.00 appeal fee.

This is refundable if the original assessment decision is overturned.

Please submit completed form to the Academic Director.

Student Name:	Jethro Testing
Paper Name & Number:	HR 901.009
Teacher:	Kirsty Dugdale
Date of Assessment or deadline (must be within 7 working days of receiving result and teacher feedback)	10th January
Type of Assessment Task to be reviewed:	☐ Controlled Assessment ☐ Oral Presentation ☒ Written Assessment ☐ Practical Assessment ☐ Other (specify)
Specific aspects requested for review: <i>Please provide written evidence of the reasoning for the request including marking schedule, assessment type and task</i>	Review of answer to questions 11 and 12 and part 2
Student Signature: 	Date: 13 January
Office Use Only	
Academic Director's Decision:	
Date:	Authorising Signature: