



QRC Programme Handbook

DIPLOMA OF HOSPITALITY MANAGEMENT

and

DIPLOMA OF ADVENTURE TOURISM MANAGEMENT

QUEENSTOWN RESORT COLLEGE

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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 21-month programme which will not only prepare you for a leadership role in the Hospitality and Adventure Tourism industry but also inspire and challenge you as an individual along the way.

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.

While the range of abilities will vary greatly within your intake, you will succeed in this course with planning, passion and commitment. It is up to you to get as much from this opportunity as you can and for you to become the employee of first choice.

Jacqui McLean

Academic Director

Welcome from the QRC Programme Leader

Kia ora

This is an exciting time for students and staff alike. We are here to support you through this time and make sure you maximise the opportunities available to you.

Our vision is for QRC students to become the employee of first choice for employers in our sector. To achieve this we need to work together. As Programme Leader it is my role to lead you through the growth you will experience as a professional.

Your role is to ensure you make the most of the support on offer. I'm here to lead and mentor you through the obstacles, problems and decisions you may encounter during the diploma.

Kirsty Dugdale

QRC Programme Leader

QRC Mission, Vision & Values

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

Welcome to the Queenstown Resort College, School of Tourism and Hotel 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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Programme Leader

Hospitality Management and Adventure Tourism Management

The role of the Programme Leader is to help, monitor and maintain your PE score and to advise you on any issues you may have concerning managing your studies, work life balance, classroom activity and your professional development.

You will have up to 3 to 4 meetings a term with your Programme Leader as a class however you can make an appointment to meet individually if required.

Kirsty Dugdale
kirstyd@qrc.ac.nz

QRC Diploma of Hospitality Management (Level 6)

Qualification

Upon successful completion of the programme, students are awarded the New Zealand Diploma of Hotel Management (Level 6).

Aims

The programme aims to develop the knowledge, skills and competencies required for work and/or further study and progression in the international hospitality industry at supervisory level.

Diploma Outcome Statement

On successful completion of the Diploma students will have a comprehensive foundation for a career in the hospitality industry and/or for further education within the hospitality sector and will be equipped to perform as immediate operators at supervisory level in the hospitality workplace.

Programme Completion Requirements

A student will qualify for the award of the New Zealand Diploma of Hotel Management (Level 6) upon completion of the following programme requirement within 5 years of the date of enrolment:

- Achievements of grades not lower than 50% for all papers in the Diploma. Fail grades must be amended by paper or assessment retake (refer section 2.6).
- Achievement of a pass result for the industry training programme (internship).
- Achievement of a (minimum) satisfactory result for professional excellence (refer section 1.0).
- Fulfilment of all financial obligations to the College.
- Successful completion of all competency units/shifts/community hours required for the programme.

Elective Streams

Event Management	Wine Studies
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Elective papers are offered in terms two and five based on demand and subject to student numbers.

QRC Diploma of Hospitality Management Course, Paper Outline

Paper #	Paper Title	Level
Year 1 - Term 1		
716.411A	Food, Beverage & Bar Service	4
716.411B	Food, Beverage & Bar Service	4
716.501	Tourism Fundamentals	5
716.502	Information Technology	5
716.503	Business Research & Communications	5
716.504	Cultural Intelligence	5
716.511	Hospitality Regulations	5
Year 1 - Term 2		
716.412	Food Production	4
716.505	Business Accounting & Analysis	5
716.506	Marketing	5
716.512	Contemporary Food & Beverage Management	5
716.513	Hotel Operations	5
716.521	Hospitality Elective 1: Wine	5
716.531	Hospitality Elective 1: Events	5
Internships - Term 3 & 4		
716.507	Internship A	5
716.508	Internship B	5
Year 2 - Term 5		
716.601	Business Development	6
716.602	Leadership	6
716.611	Rooms Division Management	6
716.612	Hospitality Operations and Cost Control	6
716.622	Hospitality Elective 2: Wine	6
716.632	Hospitality Elective 2: Events	6
Year 2 - Term 6		
716.603	Law	6
716.604	Human Resources Management	6
716.605	Economics	6
716.606	Managerial Accounting	6
716.607	Sales and marketing	6
716.608	Capstone – Hotel Strategy – Simulation	6

Diploma of Adventure Tourism Management

Qualification

Upon successful completion of the course, students are awarded the QRC Diploma of Adventure Tourism Management.

Aims

The programme aims to develop the knowledge, skills and competencies required for work and/or further study and progression in the international Adventure Tourism Industry at supervisory level.

Programme Outcome Statement

On successful completion of the diploma, students will have a comprehensive foundation for a career in the Adventure Tourism Industry and/or for further education within the tourism sector and will be equipped to perform as immediate operators at supervisory level in the workplace.

Programme Completion Requirements

The Award of the Diploma of Adventure Tourism Management

A student will qualify for the award of the QRC Diploma of Adventure Tourism Management upon completion of the following programme requirements within 5 years of the date of enrolment:

- Achievements of grades not lower than 50% for all papers in the diploma. Fail grades must be amended by subject or assessment retake (Refer section 2.7).
- Achievement of a pass result for the industry training programme. (Internship)
- Achievement of a (minimum) satisfactory result for Professional Excellence (refer section 1.0)
- Fulfilment of all financial obligations to the College.
- Successful completion of all competency units/shifts/community hours required for the programme.

QRC Diploma of Adventure Tourism Management, Paper Outline

Paper #	Paper Title	Level
Term 1		
816.501	Tourism Fundamentals	5
816.502	Information Technology	5
816.503	Business Research & Communications	5
816.504	Cultural Intelligence	5
816.411	Customer Service Management	4
816.412	Comprehensive First Aid/PHEC	4
816.413	Tourism Operations	4
Term 2		
816.505	Business Accounting & Analysis	5
816.506	Marketing	5
816.511	Adventure Tourism Interpretation	5
816.512	Adventure Tourism Event Planning	5
816.513	Operation and Risk Management	5
Term 3 & 4		
816.507	Industry Internship A	4
816.508	Industry Internship B	4
Term 5		
816.601	Business Development	6
816.602	Leadership	6
816.611	Consumer Behaviour and Destination Management	6
816.612	Sustainable Tourism Development	6
816.613	Tourism Futures	6
Term 6		
816.603	Law	6
816.604	Human Resource Management	6
816.505	Economics	6
816.606	Managerial Accounting	6
816.607	Sales and Marketing	6
816.608	Capstone – Tourism Strategy – Simulation	6
	Study Support	

Community Contribution Scheme

The Community Contribution Scheme (CCS) has been developed to encourage and acknowledge voluntary participation within the College and local community. The scheme acknowledges voluntary contribution by students on their academic transcript at the end of years 1 & 2. Each student must complete a minimum of 10 hours prior to completion of the diploma.

Levels of Acknowledgement

All students' transcripts will display a rating of their contribution for both academic terms year one and two. The rating is based on the number of hours contributed.

Community Contribution	Result Comment
0-9hrs	Minimum hours not achieved
10hrs	Minimum hours achieved
10hrs +	Minimum hours exceeded - Outstanding

The rating will appear on the Academic transcript as a footnote beneath the Professional Excellence rating. Below is an example: *Community Contribution (**Month**) 2016 19hrs: Achieved*

Approved Contribution

The following activities could be considered approved College/Community Contribution activities:

- Participating as a Student Representative Council member in all scheduled meetings.
- Participation in voluntary College or community activities as approved by the College.
- Participation at QRC Lodge for voluntary work.

Managing the Community Contribution Scheme

Students must have their contribution activity approved by the Student Services Manager **prior** to the event in order for their hours to be recorded. Students can only attain 8 hours of community service from one provider unless prior approval has been granted by the Student Services Manager. Please note that community hours cannot be awarded retrospectively

As part of the community contribution scheme all students will be required to participate in at least 2 QRC events. These may consist of but are not limited to: career week, welcome functions, leavers dinner, graduation plus any other college related activities.

1.0 Professional Excellence System

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 or 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 Professional Excellence (PE) system has been developed to encourage students to achieve the level of professionalism expected by the industry. The PE system operates for the on-campus terms in the Diploma.

The aspects of a student's performance which are indicative of a high degree of professionalism and which are assessed under the PE System 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

Students commence each term with the maximum score of 100 PE points. Ideally, the student will maintain this score throughout the term by demonstrating a high level of professionalism.

In year 2 each student is awarded 100 PE Points for the duration of terms 5 & 6. There is an expectation that senior students having completed Internship will maintain their PE points in line with industry expectations.

Any incidents of unprofessional behaviour or behaviour that breaches College guidelines will be reported to the Programme Leader and may incur a loss of PE points or suspension.

Points will be deducted at the discretion of the Programme Leader after due consideration of the relevant circumstances.

At any time during the term, a student whose PE points total comes close to the warning mark of 85 points, or who repeatedly fails in the same areas is required to seek counselling from the Programme Leader. Appropriate measures to remedy any behavioural circumstances and improve the student's professional conduct will be discussed.

1.2 Table of PE Demerits

QRC uses the following table as a guide to demerits

Misconduct	Points Deduction
Absence – unexplained or unacceptable	3
Offensive language including swearing and language that is derogatory, creates division and could be interpreted as discriminatory	3
Absence from shift – unexplained or unacceptable	5
Punctuality - Lateness to appointed times (classes, shifts, other College arrangements)	2
Unprofessional classroom behaviour	1
Grooming - Poor grooming/unprofessional appearance	1 -5
Note: Any unprofessional behaviour will be dealt with by the Programme Leader and points deducted will range from <u>1 to 10</u> depending on the circumstances. Serious misconduct (theft, serious abuse of property or personnel, serious criminal activity, including breaking social media rules and regulations, etc.) falls under the Serious Misconduct regulations, not Professional Excellence System	

1.3 Grooming Standards

The College has adopted a grooming standard which reflects the highest professional industry standards as endorsed by our Industry Advisory Board (August 2017). 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.

Mufti Day Dress Code Policy

Queenstown Resort College has implemented a dress code policy for 'Mufti' days. The purpose of the Mufti Day is to provide students with an opportunity to dry clean their uniform 3 times per term. This is to encourage a high level of personal presentation on campus which is an expectation of the Professional Excellence guidelines.

Students are not required to wear formal business attire on scheduled 'Mufti days' however appropriate standards of professionalism must be followed. Students are to maintain a clean and neat appearance at all times, dressing in a manner appropriate for the college and that comply with Health and Safety regulations where and when required:

- No apparel (jeans, shorts, skirts, tops) with holes, rips or tears
- No jandals/flip flops
- No hats or caps in classroom
- No revealing clothing exposing your back, chest, stomach, naval ie: crop tops
- No short skirts or shorts of inappropriate length
- No items adorned with language or images that may be considered offensive or culturally insensitive

Students are expected to comply with this policy for all scheduled mufti days, maintaining an appropriate image when they are at College and/or representing QRC. Failure to adhere to this policy may result in a student being sent home to change which could result in a loss of PE points due to lateness. Students have the option of wearing their uniform on mufti days if they choose to.

Uniforms can be left at reception 1 day prior but no later than 9.00am on the scheduled mufti day. Same day dry cleaning is offered to students at a 50% discounted rate, please see reception for prices and forms for dry cleaning. Drycleaning is returned to QRC reception after 4.00pm for collection.

Professional Excellence

The utmost presentation and professionalism of students is always expected. Students must maintain the highest standards of grooming and cleanliness.

QRC Attire is to be worn:

- In all front of house areas. For example: whilst in class or at QRC house including the café.
- During activities associated with the Diploma, i.e. familiarisation visits, shifts and community service events (unless otherwise directed)
- During open days or career week
- At any other time that the College deems necessary;

Ensure your QRC attire is clean, well ironed and worn correctly with no stains, holes, or buttons missing. If any items of business attire fall into disrepair it will be required to be replaced immediately. Additional items of QRC attire can be purchased through the library at the student's own expense. Students may be required to change any items deemed unsuitable by the Programme Leader.

Grooming Guidelines for all students:

- Ensure that **only** QRC attire is worn.
- Name badges must be worn on the left lapel of the jacket and cared for (shiny and unscratched).
- College pins must be worn on the right lapel of the jacket and be in line with the name badge. Students are allowed one additional pin of their own choosing.
- Male and Female hair which reaches the collar or below should be fully tied back and off the face. All hair accessories are to be professional and black in colour or matching the hair colour. Hairstyle must be conservative, clean and neat. Hair colour must be a "natural colour", defined as one that could be grown naturally, though not necessarily the natural colour.
- Sunglasses are to be removed when inside QRC house and café.
- Black woolen scarves, hats/beanies, puffer jackets/coats and gloves may be worn during winter. You must remove any of the above items once inside any College building, including classrooms and the café.
- Head scarves are to be black only (used for cultural, religious or medical reasons).
- There are limitations with headphones in QRC attire. They can be used in the classroom/café between breaks or when the tutors give permission in class.
- Handheld personal devices must always be on silent/switched off and concealed whilst in a classroom environment.
- Cultural jewelry is acceptable.
- No costume jewelry is permitted - students may be required to remove any item of jewelry considered inappropriate, unsuitable or excessive.
- Only one small earring, plain stud or sleeper is to be worn per ear (on the ear lobe only). Earrings should be gold, diamond, pearl or silver and no larger than 10mm in diameter.
- One very fine short gold or silver necklace may be worn.
- One plain bracelet in gold, silver, diamond or pearl may be worn (maximum width 10mm).
- A maximum of two conservative rings per hand.
- Footwear must be in good repair, clean, comfortable and well-polished at all times.
- Business socks are to be plain black with no branding visible.
- Only black belts may be worn.
- Visible body piercing is not acceptable (including facial area and tongue).
- Tattoos are to be covered and never visible when in QRC attire.
- Students may wear natural tones of nail varnish such as French polish or nude. Bright colored nail polish is not permitted. Shellac/False nails are permitted provided they are of reasonable length and colour.
- Fingernails should be clean and trimmed.
- Shower daily and use deodorant.
- Use perfumes/cologne sparingly to smell clean and fresh. Avoid overpowering musk perfumes.
- Smoking is only permitted outside QRC House by the picnic benches

- It is prohibited to wear your QRC uniform in social situations outside of the college (ie: in bars and restaurants) unless you are specifically invited to attend a company event where uniform is required.

Female Students for both Diplomas

- Black, brightly colored, print and obvious lace-patterned undergarments are not acceptable.
- Make up should be simple and natural. (In many businesses 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. Advise the make-up consultant that the look is for work and should be simple and natural).

Male Students for both Diplomas

- Students should be clean shaven or have a fully-grown beard. Beards or moustaches must appear neat and trimmed and cannot be grown throughout the term.

HM Diploma

HM Females:

- All business skirts must be knee length and standard QRC issue.
- Stockings must be worn when wearing a skirt and be natural colored or black. A thicker denier is recommended for winter months. No socks to be worn under stockings.
- QRC scarf or tie must always be worn when in uniform.
- Footwear needs to be plain, black leather, non-slip court shoes with a rounded toe, (boots are not permitted; flats are acceptable). A higher cut court shoe or single strap across the arch of the foot is acceptable, however, there should be no decorations of any kind such as coloured stitching or decorative buckles. For safety reasons, heels must not exceed two inches (five centimeters), and may not be wedge heels, foam rubber heels or platforms.
- Suit jackets can only be removed once in the classroom

HM Males:

- Shoes are to be plain, black-laced; leather business shoes or business style slip on with non-slip soles. There should be no decorations of any kind except for 'brogue' style business shoes. Ankle boots are not permitted, nor are buckles, excessively pointed toes, coloured stitching (such as on Doc Martins) or slip on.
- Suit jackets can only be removed once in the classroom

Kitchen and Housekeeping Uniforms

Uniforms for kitchen and housekeeping duty will be required at different times in each term of study. Kitchen uniforms are issued to students as well as a housekeeping t-shirt. Some hotels will supply a housekeeping uniform for you. No nail varnish/false nails or jewelry is acceptable when in the kitchen. No nail varnish/false nails is acceptable during F&B classes/shifts.

Diploma of Adventure Tourism Management

- Footwear must be all black (including soles), clean, comfortable and in good repair; no jandals/high tops/boots. Branding is permitted provided it is all black.



GROOMING GUIDELINES

A reference guide

- For QRC house
- Course related excursions
- Open days



USEFUL REMINDERS



OK during breaks & at
tutors' discretion



Clean shaven or
well groomed



All accessories to be
removed inside

Personal Hygiene;
all day every day



All black, clean, comfortable
and in good repair



Neat hairstyles of natural
colour, tied up when
reaching shoulders



Name badge on left lapel
College Pins on right lapel



No phones in
classrooms



Cover/Remove
visible piercings
or tattoos



Simple jewellery. 1 earring
per lobe, 1 necklace, 1
bracelet, 2 rings per hand



Keep it simple
& natural

Natural or black
stockings with
knee length skirts



No more
than 5cm

1.4 Tikanga

Increased awareness of Maori culture and to help avoid confusion or uncomfortable moments when people may be unsure of what to do.

The basic principles underpinning the tikanga noted below are common throughout New Zealand. However, different iwi (tribes), hapu (sub tribes) and marae (Maori community meeting places) may have their own variations.

Heads

Avoid touching another person's head, unless invited. Maori people regard the head as very tapu (sacred).

Hats

Avoid putting hats on food tables. Why? This is linked to the idea that heads are tapu so anything that relates to heads, like pillows or hats should also be treated carefully. (See 'Food' below).

Food

Avoid passing food over anybody's head. Why? There are many Maori rituals and practices relating to food. In a teaching and learning context, it is common for Maori to share food as a means of welcoming people, celebrating success or building rapport. However, another important function of food is to remove tapu so it needs to be handled carefully around things that are considered to be tapu.

Tables and bags

Avoid sitting on tables, particularly tables with food on them or those likely to have food on them at any point.

Avoid putting bags on tables. Instead place them on the floor or a chair. Why? Putting your bottom or carry bag on the table is perceived to be unhygienic. Not sitting on tables is also linked to Maori beliefs about the tapu nature of bodily wastes and the need to keep them separate from food.

Speaking

Avoid entering and crossing a room while someone in authority is addressing an audience. To avoid offence, either wait quietly by the door until there is a break in the dialogue or, when that is not appropriate, enter as discretely as possible. Try not to walk directly in front of the speaker or, if you cannot avoid it, crouch down as you pass as a sign of respect. Why? Traditionally Maori society is very hierarchical and crossing in front of a more 'senior' person is considered rude.

Stepping

Avoid stepping over people, even in crowded teaching spaces when you are over people trying to find a suitable seat. Ask the person to draw their legs in first, or find another route. Why? From a Maori cultural perspective, it is considered offensive for a woman to step over a man.

1.5 Attendance Regulations

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

100% attendance per paper is expected for every class/shift/activity connected with the Diploma and QRC. All absences and lateness must be reported prior to the start of class.

As you would for an employer, all and every absence or lateness must be explained by phone, text or email to the College. If you are scheduled to be on a shift then you are required to notify the hotel and your tutor at least 2 hours prior to the start of your shift which is in line with industry expectations and as a matter of courtesy.

- For College absences: Call 0800 441 114/ 03 409 0500. Alternatively, you may email attendance@qrc.ac.nz

- For shift absences – use the hotel/restaurant number provided to you. You MUST contact the Hotel/restaurant, the college and your tutor.
- The second-class absence for half papers of 22hrs and third-class absence for papers above 40hrs per paper, will result in PE points been deducted whether the college has been notified or not.
- This also applies to lateness where two late emails will be accepted; after this, each time the student is late 2 PE points will be deducted. Any student who arrives to class later than 30 minutes will be recorded as absent.

Please note that if you are absent from class it is your responsibility to make sure you find out what was covered in class. Your scheme of work and Moodle provide an outline of all topics that are covered in class. If you require further information, please contact your tutor.

For any leave requests students must submit a *Student Leave Request form* (in the library, on Moodle or the appendices in this handbook), 5 days prior to the leave taking place except in extenuating circumstances. The Programme Leader will inform the student by email within 48 hours of the outcome. Please note leave may incur a loss of PE points.

Attendance below 90% per paper will incur Professional Excellence demerit points, unless due to exceptional circumstances agreed to by the Programme Leader.

1.6 Prescribed Deferral

Where absences as a result of illness and or injury are repetitive and recurring throughout the course of a period of study or during internship, staff will work closely with the student to monitor progression. When deemed to be in the best interest of the student's wellbeing (physical and/or mental) and/or academic outcome, deferral from the course of study with a stand down period could be imposed. Where an internship position cannot be held open for an intern, the Internship Managers will work with you to help secure an alternative placement.

Upon re-enrolling in your course of study, following deferral for wellbeing purposes, you will be required to provide a signed medical declaration that you are fit to continue with your study or internship. Your medical practitioner must also disclose any on-going medication and/or treatment required to best support your continued wellbeing.

1.7 Failing the PE System

At any time during the term, a student who has PE points down to 85 or less will receive a verbal warning and could lead to suspension from the College should points continue to fall.

A student who is suspended for PE failure has the right to appeal as follows:

- The student must write a letter of appeal to the Programme Committee stating the reasons for the request;
- This letter must be submitted to the Programme Leader within 48 hours of the student receiving notification of suspension;
- Within two working days of receiving the student's letter, the Academic Director will convene with Senior Management to review the appeal, and may request the student to attend an interview;
- The Academic Director will advise the student of the decision reached by Senior Management within 48 hours of the meeting;
- If the student's appeal is unsuccessful, then a minimum one-year suspension from the College will be effective immediately;
- If the student's appeal is successful, the student will be reinstated provided they meet criteria specified by the Academic Director &/or Senior management;
- If the student's appeal is successful, yet by the end of the term, the student has not demonstrated significant improvement and 'has not met' in relation to their professional excellence requirements, the one-year suspension from College may be reinstated, at the discretion of the Academic Director.

The Programme Leader will provide more details on the PE System during Orientation. You may approach your Programme Leader if you have any further questions on the PE system. They will endeavour to help you with your PE and ensure it remains at a high standard throughout the term.

1.8 Tracking and Recording PE Points

The tutor will advise the student at the time when they intend to deduct PE points, and record the reason on the class log. The Programme Leader will oversee the recording of the points on the online PE System on a weekly basis.

Students may access the PE System via online via OneDrive. The student will be able to view only their own points. If a student has any queries at this stage, they should contact the Programme Leader.

Students are required to take responsibility for managing their PE score while at the College. To achieve this, students must:

- Regularly view their e-mail account as well as check the PE statement online;
- Act upon any requests made by the Programme Leader in PE related e-mails, within 48 hours of receipt;
- Inform the Programme Leader within 48 hours or personally, by appointment, if they cannot view their PE statement online or log in to their e-mail account;
- Submit a request for review within 48 hours;
- Regularly refer to the PE related misconduct section, viewable in the PE online system.

PE points are recorded on the Academic Transcript. This is a permanent record so do be aware of this.

91-100:	Excellent: the transcript will state “Has exceeded the Professional Excellence requirements”.
80-90:	Very good: the transcript will state “Has met the Professional Excellence requirements”.
70-79:	Poor/unacceptable: the transcript will state “Has just met the Professional Excellence requirements”.
69 and below:	Fail: the transcript will state “Has not met the Professional Excellence requirements”.

1.9 Regaining PE Points Lost

Students who wish to regain points lost through the PE system can do so through the following method:

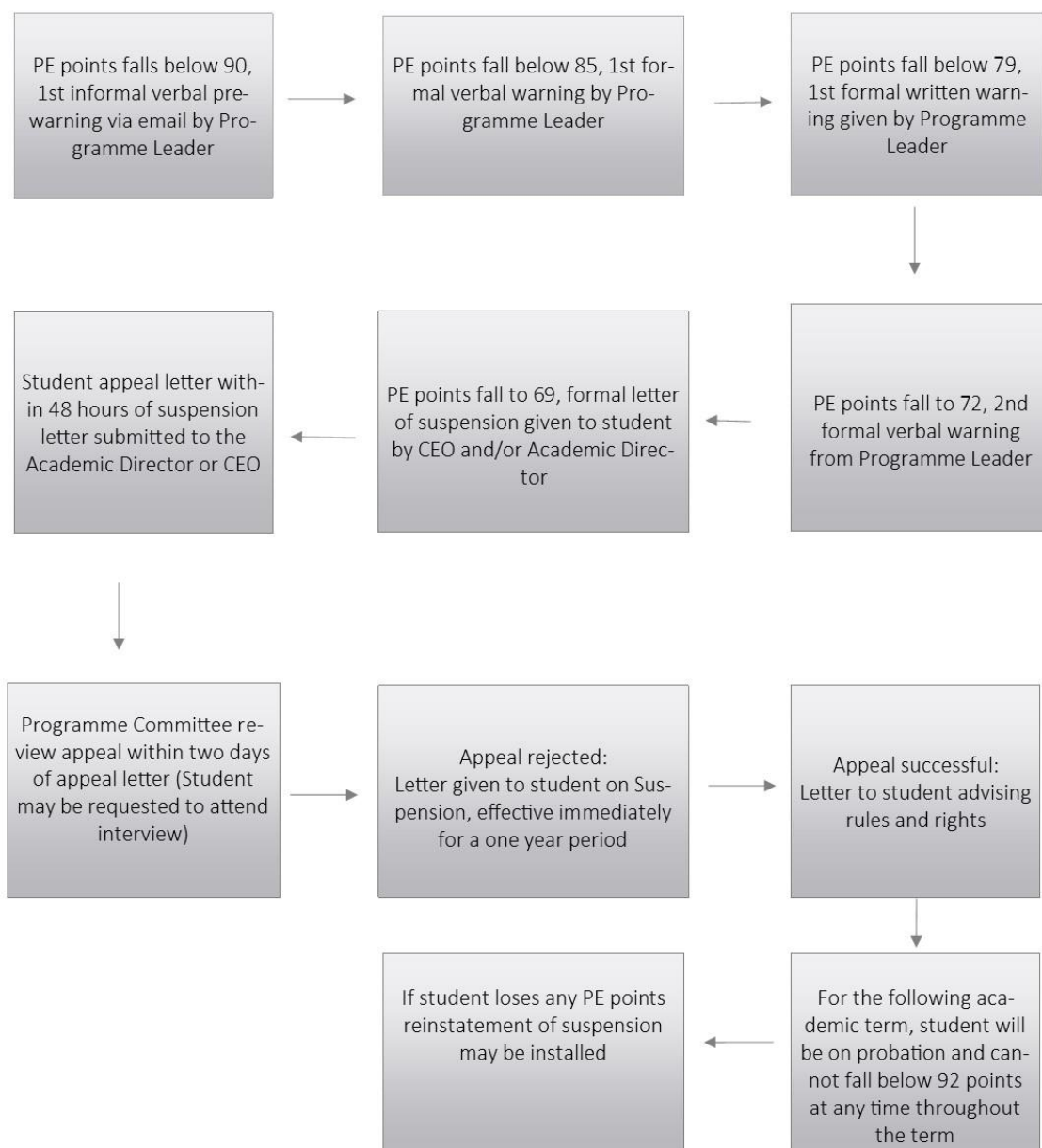
- Students who wish to regain points through the PE system can do so through the following method: For every hour of approved Community Service (CS) provided you have achieved the 10 compulsory hours required, students have the opportunity to earn back 1 PE point per hour. These points will be added to the students PE points each week where appropriate. Additional community service hours can be used to regain PE points within the term they are earned.
- Students whose points have fallen between 70 and 79 can earn points back to a value of no more than 91 within the term.
- Students who fall below 69 can earn points to a value of no more than 80 within the term, only through approval by the Programme Leader.
- Community service needs to be approved by the Student Services Manager prior to completion of the service. Not afterwards.
- Written proof of community service hours to be submitted to the Student Services Manager.

1.10 Professional Excellence (PE) Discipline Procedures

QRC Professional Excellence Discipline Procedures (All students start on 100 points)



Professional Excellence (PE) Discipline Procedures



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 assessments, essays or reports,
- 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 tutor.

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

Accelerated assessment is available in some circumstances where students have verifiable and equivalent prior learning, achievement, or experience.

Moderation: At QRC, all assessment activities in every paper are 100% moderated (to ensure that assessment is fair, valid and consistent) prior to be given out to students, and 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 Exam Protocols

Prior to the examination:

- All students should be familiar with QRC Examination Protocols
- Ensure he/she is aware of the correct time, date and location of all examinations
- Students entitled to Examination Assistance have applied for it at least 1 week prior
- Bring QRC Student Identification card to place on the desk during the examination

Entering an Exam:

- Students are responsible for presenting themselves at the examination room in good time before the exam is due to begin, with their QRC ID card
- Ensure you go to the toilet before the exam starts.
- Any student who arrives after 30 minutes of the exam starting will not be allowed entry. No extra time is available to students arriving late.
- If a student is unable to attend an exam through illness, a doctor's certificate must be presented at the earliest convenience
- All bags, folders and non-authorised material must be placed at the front of the room prior to the examination starting, this includes mobile phones (which must be switched off), electronic watches e.g. Fitbit/iWatch and other electronic devices.
 - Please note students may incur a PE point deduction if a device is found to be a distraction during an examination.
- Students can bring a beverage into the examination e.g. water or take away coffee (non alcoholic)

During an Exam:

- Upon entering the examination room, students are under the authority of the examination staff and must follow their instructions
- 10 minute reading time at the start of the exam – this is an opportunity for students to read and highlight any items within the exam and ask any questions relating to the layout, style and format of the exam/questions. The invigilator cannot answer any questions relating to the content of the exam.
- No questions can be answered after the reading time is over.
- No student can talk at all once an examination has started or at any time throughout the examination
- QRC Student ID card to place on the desk during the examination
- Students must write their QRC ID number on all paper provided and used
- Students are not permitted to leave an examination until one hour of time has lapsed
- If the examination is open book ensure students use their own materials, resources and textbooks. Notes cannot be shared.
- Note if calculators are required and the student has not brought one in, then they are not to use anyone else's.
- 'Translation' dictionaries or programmable dictionaries are not allowed.
- Ensure all examination answers are written in clear and legible English, only blue and black pens are to be used when answering exam questions. Twink, white-out or other correction materials are not permitted.
- Cheating will result in a FAIL grade being recorded for that subject. As behavior constitutes serious misconduct, this will be dealt with through QRC Academic Disciplinary Procedures.
- Any student who causes unreasonable disturbance will be required to leave the exam room and will not be re-admitted
- Note in the last 10 minutes of any examination no one is to leave the room.
- Students must stop writing immediately once directed by the examination staff to do so
- All exam papers must be handed in by all students, along with Answer Booklets and Working Sheets

Leaving the Examination Room:

- If a student wishes to discontinue an exam, they must bring their exam to the front, hand in all material and exit the exam room
- Students are not to disturb others whilst leaving the room
- Once a student has completed their examination they cannot come back in the room and collect their belongings whilst the examination is still in place
- Students who have handed in their Examination Booklet will not have their booklet future or be readmitted into the exam.

2.3 Assessment Strategies

Much of the diploma 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 assessments, oral presentations and controlled exams. The student is strongly encouraged to undertake self-study and research in paper topics outside of class time. All papers have a Self-Directed Learning Component (SDL) attached to them that is part of the overall Diploma completion requirements which is weighted towards their overall grade.

Tutors are responsible for notifying students who have not attempted any compulsory SDL components that these need to be completed by end Week 11.

2.4 Study Support

Study Support is here to guide you through your tertiary journey while at QRC. Together with your teachers we want to encourage you to become industry professionals and to ensure you have a wide variety of skills required to succeed in the industry. Study support is held weekly. Session times are allocated on the timetable.

You can use Study Support as a 'sounding board' for your ideas on reports, presentations, interviews, essays, CV's and seminars.

We are also able to offer help with:

- Support on how to improve your editing and proofreading skills
- professional and industry standard communication – written and oral
- Time management skills
- Curriculum vitae and cover letter tips
- Recommendations on how to provide the WOW factor in your assessment tasks.

2.5 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 (except in extenuating circumstances), on the Request for Extension of Assessment/Project form (the form is in the appendices at the back of this handbook and is located on Moodle or in the library).

The Programme Leader approves or declines the application. Verifiable evidence may be required.

Should QRC be closed due to adverse weather conditions and an assessment is due via hard copy that day, the assessment must be submitted electronically to the tutor by 5.00pm on the due date. Please request a response to your email to ensure successful delivery. A hard copy is also to be submitted by 9.00am on the day the College is reopened to avoid any late penalty.

If the assessment is submitted via Turnitin the due date remains the same.

2.6 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%

2.7 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. No extensions will be granted for tech failure. We recommend the use of onedrive/googledocs/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 Academic Director

2.8 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 Programme Leader.

If an authentic alternative test or exam occasion can be offered, and permission is granted by the Programme Leader, 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, on Moodle or in the library), within 48 hours of returning to college.

Should a student obtain approval for an alternative controlled assessment time this will be scheduled to take place during exam week (unless prior approval from the Programme Leader has been given).

Authentic means that the student has not received any assistance from students who have already sat the controlled assessment and 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.

2.9 Re-sitting Assessments

Where a student has not achieved the 50% overall pass grade in a paper, the options which may be offered to the student by the Academic Director are as follows:

1. **Full Resit:** students have the opportunity to re-enrol in a paper for the next time it is available or at other times during the Diploma programme (timing dependant on paper availability or as directed by the Academic Administrator). Full paper fees apply. For any final grade under **41%**, a full resit will apply.
2. **Partial Resit:** students may have the opportunity to resit a controlled assessment/s (test or examination) at a cost of \$150.00 (timing dependant on paper availability or as directed by the Academic Administrator). Students undertake their own self-study of the resit assessment. Students must gain at least 50% or higher for the resit task in order to pass the paper. The highest final grade mark available for the paper, through this process is the 50% pass mark.
3. **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 administration and marking fee of up to \$150.00 per assessment component will apply.

Students must notify the Academic Administrator; (either by email or in person) Kim Coombs (kim.coombs@qrc.ac.nz) if they would like to complete any resits. Enrolment is subject to availability.

The above options are subject to availability of staff and administrative capability, and are at the discretion of the Academic Director, who may also take into account the student's:

- Satisfactory Professional Excellence record, especially class attendance
- Previous resit history
- Achievement history in the assessments in the paper - likelihood of successful achievement through self-study only will be gauged

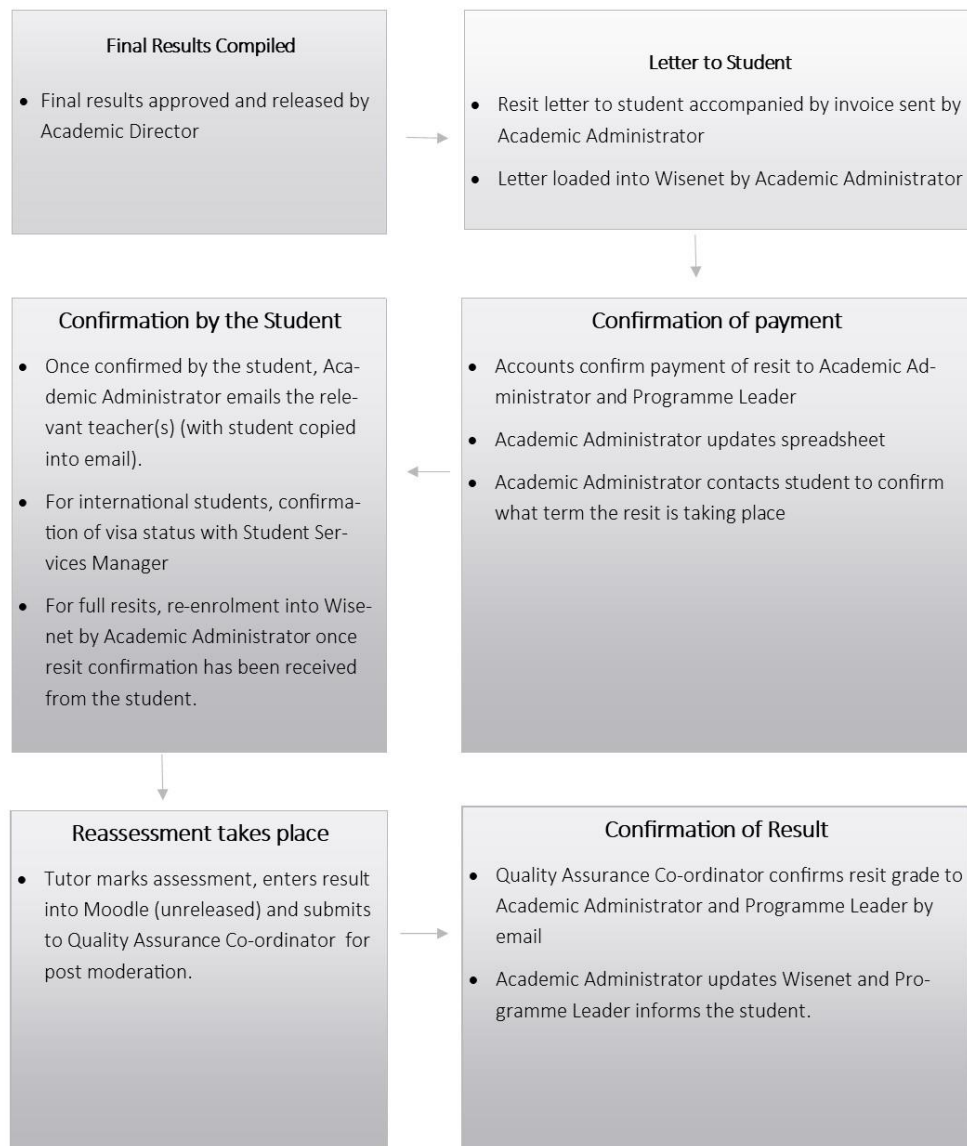
If a student does not take up a resit or resubmission opportunity offered, or fails the resit, (2 attempts only are permitted for a partial resit, if the result is still a fail a full resit will apply) then the original mark and grade for the paper stands. Full re-enrolment for the paper would then be required at a later date.

Note: All resit students are required to wear full QRC uniform or equivalent work attire to all resit classes. Please note that the PE system applies to all resit students.

2.10 Resit Flowchart



STUDENT RESIT PROCESS



2.11 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 Student Services Manager, 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 Student Services Manager.

Special assessment conditions which may be approved are:

- **Time Allowance:** extra time (15m per hour) may be granted for examination sessions and, under exceptional circumstances, assessments 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 Support:** Assistance by a Reader, Writer and/or allowance to complete via a computer may be granted provided a request **has been made to the Programme Leader 5 days prior to the exam.**

2.12 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

2.13 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:

- Students who have previously been unsuccessful in an assessment and have applied for an assessment re-sit
- Students who have previously been unsuccessful in a re-sit application for that paper
- 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:

- Professional excellence record, especially class attendance
- Previous re-sit history (generally only one re-sit per assessment will be available)
- 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.

2.14 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 assessments.

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

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

Cheating within a controlled exam/test

- Tutor 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

2.15 Academic Integrity

1. Determining the level of seriousness of any allegation of a breach of academic integrity

QRC shall investigate alleged instances of academic misconduct in a manner which is fair, consistent and transparent.

There are three levels of seriousness, Level 1, Level 2, & Level 3

- Level 1 - A first time instance of academic misconduct where a student's actions may be regarded as unintentional and/or contributed by a lack of understanding of academic practice. Usually involves the tutor in consultation with the Quality Assurance Coordinator.
- Level 2 – Academic misconduct where a student's actions are perceived to be intentional and where the student could reasonably be expected to understand academic practice, or any repeat instance of academic misconduct. Level 2 allegations are managed by the Academic Director in consultation with the tutor.

- Level 3 – Academic misconduct where a student’s actions are perceived to be intentional and of an extremely serious nature including instances of falsification or fabrication of data, impersonation and /or purchasing of assessment. A Level 3 breach refers to a serious breach of expected academic integrity standards and requires it to be assessed by the College’s highest academic misconduct authority namely the Academic Director in consultation with the QRC Programme Committee.



Period of suspension from the College			
Zero grade for the course			
Zero grade for the paper			
Zero grade for assessment component			
Reduced mark (zero for affected section of work)			
Requirement to attend Study Support			
Advised to attend Study Support			
Written warning to student			
Student added to Academic Misconduct Register			

2.16 Recognition of Prior Learning (RPL)

Applications for RPL must be in writing accompanied by the (non-refundable) application fee per paper and made to the Academic Director at least 6 weeks prior to the paper being offered.

Recognition of Prior Learning is available up to but not exceeding 50% of the diploma programme (excluding internships).

Exemption from industry training (internships) is also available under a separate process which is outlined in the Industry Training Guidelines Handbook.

Students applying for RPL must provide documentary evidence (e.g. academic transcript, record of learning, employer attestation) of the equivalent level of achievement against all specific learning outcomes within a QRC paper. Documentary evidence is the only acceptable form of evidence.

Award of RPL may lead to the student being exempt from attendance at an assessment in the specified paper/s and includes exemption from payment of the paper’s fee and course material costs.

- Exemption incurs no effect on grade point average. Students are advised that they lose the possibility of achieving a higher grade in the paper/s.
- Students are also advised that exemption may affect their eligibility for student loans and allowances.
- An application will be declined if it is deemed not to have merit or relevance to the stated course outcomes.
- The Academic Director will make the decision of award of RPL; the decision is supplied in writing to the applicant.

2.17 Accelerated Assessment

You can apply for accelerated assessment in a paper once delivery of a paper has begun, and within 2 weeks of the commencement of the paper, if you believe you have enough documented evidence to show you have already covered all the Learning Outcomes in the paper in previous study or work.

There is no application fee for accelerated assessment. The process is the same as for RPL, except for the timing of an application (post-enrolment in paper).

Award of accelerated assessment may lead to the student being exempted from attendance and/or assessment in the specified paper but does not result in a refund of the paper's fees or course costs.

Accelerated assessment may be applied for in addition to the maximum 50% permitted for RPL purposes but only 2 papers above this limit.

2.18 Appeals

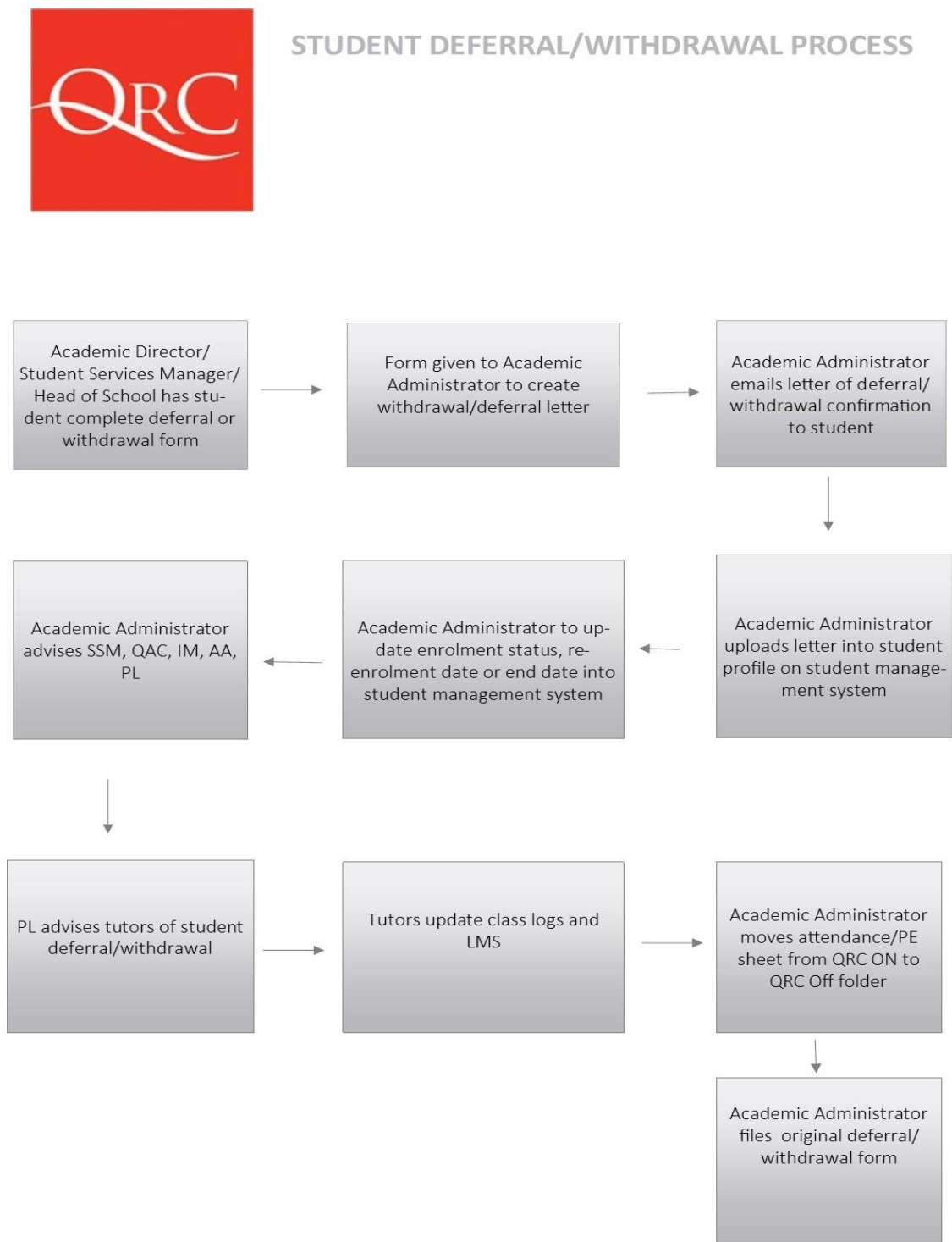
If you feel you have not been treated fairly in an assessment, or you dispute the result, you can appeal the assessment decision on the form Request for Review of an Assessment Task (found in the appendices in the back of this handbook or in the library and located in Moodle).

Before you do so, it is a good idea to discuss your concern with the tutor/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 7 working days of receiving results and the student/class feedback.

2.19 Deferral / Withdrawal Process

Students who defer during a term must when they next reenrol commence at the start of the new term unless prior approval has been granted by the Academic Director.



2.20 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 Student Body facebook page and through Programme Leader and/or 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 Student Body 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.

2.21 End of term travel arrangements

Students are advised that it is unwise to anticipate end of term travel prior to the Saturday of week 11 (exam week). Make-up classes for closure and postponements may necessitate attendance through to the very end of week 11.

2.22 Progress from Term 1 and 2 into Internship and Year 1 to Year 2

Internship requirements:

Students must pass at least 75% of term one papers before internship will be set up within term two. Overall, students must pass at least 75% of terms one and two 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. Student PE points must be over 80 at the completion of terms 1 and again in term 2. **Note:** Student internship may be affected should PE points fall below the required standard of 80.

Progression from Year 1 to Year 2

A student must pass 75% of the Year 1 papers to be eligible to progress to Year 2. The Academic Director may make discretionary exceptions to this.

Where satisfactory progression through the course content is not made by a student and the number of re-sits required to attain a 75% pass rate is substantial, it may be deemed appropriate for the student to repeat a term in its entirety. This decision will be made on a case by case basis at the discretion of the academic director and programme leader. Additional course fees are applicable.

2.23 Grading System for Diploma of Hospitality Management

HOSPITALITY MANAGEMENT GRADING SYSTEM

QRC Diploma of Hospitality Management assessments will use the following grading system:

Percentage Grade	Letter Grade	Point
90+	A+	4.00
85-89	A	3.70
80-84	A-	3.30
75-79	B+	3.00
70-74	B	2.70
65-69	B-	2.30
60-64	C+	2.00
55-59	C	1.70
50-54	C-	1.30
0-49	D (Fail)	0.00

RPL (a student has been granted credit transfer or RPL for a paper)

P (Pass – for papers that are Pass/Fail only)

F (Fail – for papers that are Pass/Fail only)

AA (with no attendance showing: a student has been granted Accelerated. Assessment for the paper but can only receive a minimum pass grade of 50%)

2.24 Grading System for Diploma of Adventure Tourism Management

ADVENTURE TOURISM MANAGEMENT GRADING SYSTEM

QRC Diploma of Adventure Tourism Management assessments will use the following grading system:

Percentage Grade	Letter Grade
90+	A+
85–89	A
80–84	A-
75–79	B+
70–74	B
65–69	B-
60–64	C+
55–59	C
50–54	C-
0–49	D (FAIL)

RPL (a student has been granted credit transfer or RPL for a paper)

P (Pass – for papers that are Pass/Fail only)

F (Fail – for papers that are Pass/Fail only)

AA (with no attendance showing: a student has been granted Accelerated Assessment for the paper but can only receive a minimum pass grade of 50%)

2.25 Credit Points

Each paper is given a National Qualifications Framework credit point rating based on a weighting of the class workload involved. The ICMS credits are determined by that institution.

2.26 Term Administration

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

2.27 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.

2.28 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

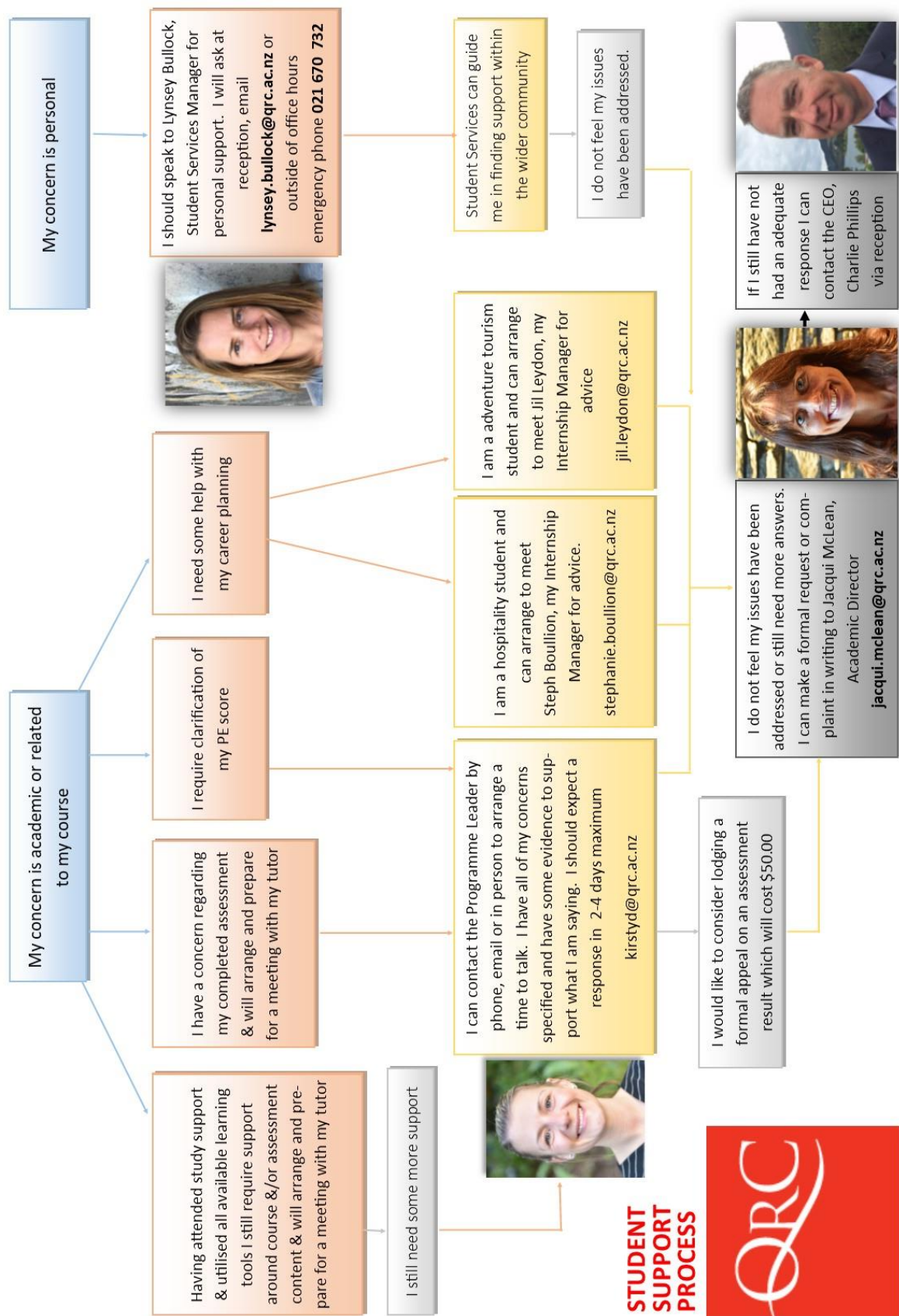
Any breach of social media regulations falls under Serious Misconduct and will be dealt with by Senior Management of the college.

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 impossible to take back. So it's 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. What's in 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.

2.29 Flow chart student support



3.0 Guidelines for Presentation of Assessments

3.1 Submission of Hard Copy Assessments

All assessments must be submitted by 5pm

Assessments are to be submitted with a signed QRC cover sheet to the Post Box system which is situated in the library. Note this will be cleared twice daily between 9.00 – 9:30am & 4.30 – 5.00pm.

3.2 Turnitin – Submission of Soft Copy Assessments

- 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.
- All assessments must be submitted by 5pm
- 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 to Turnitin at any point before the assessment deadline but once they click submit, their submission is final.
- When submitting an assessment via Turnitin please be advised that you will receive an automated email receipt confirming your submission. If you do not receive an email your submission was unsuccessful, you will need to resubmit (please allow time to ensure that your assessment is submitted in a timely manner otherwise the 10% late penalty will be applied).
The submission availability is open 7 days before the due date and for 6 days following the due date (lateness penalties will apply).
- Students may upload and save a draft copy of their documentation onto to 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).

3.3 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.

3.4 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.

3.5 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 write your student ID number on the top of each page and number each page bottom right of the page.

3.6 Editing

Edit and spell check prior to submission. If handwriting, please ensure your work is readable otherwise it may not be assessed. Learning support sessions are recommended for editing purposes. Please refer to the timetable for learning support sessions.

3.7 Recommended Textbook

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

3.8 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 the Business Communications paper) 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 people's ideas as your own, is called plagiarism, is a serious form of academic dishonesty, and will incur penalty or disciplinary procedure.

4.0 QRC Guidelines for Oral Presentations

Tutors need to clarify with all students prior to the presentation assessment:

- Grading & marking criteria - is the tutor assessing presentation skills, understanding of a topic, or both? Will students be tested on their posture, eye contact, resonance & will they be assessed on their understanding of the theory and demonstrated knowledge as well?
 - Expectations regarding technology and resources - If students are expected to use PowerPoint or circulate handouts and other resources, make this clear from the beginning.
 - Length of presentations - Ensure students are aware of the expected length of their presentation.
 - Questioning - Advise students if they are expected to use questioning during their presentation.
 - No cue cards or reading from notes/handouts.
 - The classroom tutor and a co-moderator will also be present during the presentation.
 - That all presentations are recorded for quality assurance purposes. (Order camera kim.coombs@qrc.ac.nz and upload files onto Onedrive to share with QAC).
 - If a student does not complete the presentation due to anxiety/nerves etc. They will have the opportunity (at the tutor's discretion) to present before the end of the session with no loss of marks.
1. However if the student prefers to wait until later in the day or the next day marks will be deducted (10% & 20% respectively).
 2. The student must notify the tutor at the end of the scheduled session whether they will delay their presentation. The tutor will confirm to the student that marks will be deducted.
 3. The presentation must be completed with 24 hours otherwise a zero grade will be awarded unless the student has a medical certificate.

Tutors should be mindful of:

- Presenting in front of peers may be especially challenging for some students – the tutor's role in this is to ensure that the student has had adequate coaching and preparation time prior to the presentation. Tutors need to have had one-on-one sessions with all students to discuss presentation content, delivery (including technology) prior to the student presenting. Through this process tutors should have identified students that are anxious about presenting and offered strategies to help combat these issues (appropriate rehearsal time, breathing techniques (YouTube clips), classroom activities that incorporate non-assessed presentation activities).
- Ensuring that their co-moderator is aware of the QRC presentation guidelines & the subject and content of the presentation to be assessed. It is also advisable for the teacher to acknowledge the level of the paper and standards expected.

5.0 Overview: Individual Course Components (Papers)

5.1 Overview: Diploma of Hospitality Management

716.411: Food, Beverage and Bar Service

Level: 4

Credits: 15

Food Service Contact hours: 74

Self-study hours: 30

Bar Service Contact hours: 74

Content Summary

Provide professional quality food and beverage service maximizing customer satisfaction and operational efficiency

716.501 Tourism Fundamentals

Level: 5

Credits: 5

Contact hours: 42

Self-study hours: 28

Content Summary

This paper provides an introduction to the tourism and hospitality industry. Specifically it provides students with a platform of knowledge related to the tourism sector from a global, regional and local perspective. Historical, contemporary and future drivers including sustainable practices will be analysed to measure their impact on tourism.

716.502 Information Technology

Level: 5

Credits: 5

Contact hours: 42

Self-study hours: 28

Content Summary

Common computer software applications and software management application systems will be used in research, synthesise and store information

716.503 Business Research and Communication

Level: 5

Credits: 5

Contact hours: 42

Self-study hours: 28

Note: This paper has 20 additional timetabled hours for internship prep, refer Internship A

Content Summary

Communication, the act of imparting or exchanging information with other people, is an essential facet of the tourism industry. Whether verbal, nonverbal or written, we are constantly seeking to connect with others for a range of purposes. This paper will use primary and secondary data to assist with developing and presenting comprehensive arguments in a professional manner across a range of platforms, including written, presentation and face to face.

716.504 Cultural Intelligence

Level: 5

Credits: 5

Contact hours: 22

Self-study hours: 28

Content Summary

Research and identify cultural characteristics and patterns to support effective communication and outcomes across culturally diverse groups. Develop and apply adaptive strategies which include employing emotional and cultural intelligence to maximise positive interpersonal encounters and inclusion.

716.511: Hospitality Regulations

Level: 5

Credits: 5

Contact hours: 22

Self-study hours: 28

Content Summary

Understand compliance requirements within the industry environment and identify and demonstrate emergency and evacuation procedures.

716.412: Food Production

Level: 4

Credits: 5

Contact hours: 65

Self-study hours: 4

Content Summary

Familiarisation of kitchen operation, production and menu concepts to support analysis and evaluation

716.505 Business Accounting and Analysis

Level: 5

Credits: 10

Contact hours: 45

Self-study hours: 55

Content Summary

Utilise data and standard accounting procedures to compile accurate and relevant financial information

716.506 Marketing

Level: 5

Credits: 5

Contact hours: 42

Self-study hours: 28

Note: This paper has 20 additional timetabled hours for internship prep, refer Internship A

Content Summary

Use marketing models to analyse, develop and present marketing plans, to apply promotional strategies for a range of products and services in the tourism and hospitality sectors

716.512: Contemporary Food and Beverage Management

Level: 5

Credits: 5

Contact hours: 42

Self-study hours: 28

Content Summary

Contemporary food and beverage is heavily influenced by the food and beverage products sold. Menus are not only selling tools, they are also control tools that support the financial profitability and operational success of a commercial operation. Working through the menu development process students will gain an insight into the management requirements of operating a commercial food operation.

716.513: Hotel Operations

Level: 5

Contact hours: 45

Credits: 10

Self-study hours: 55

Content Summary

Apply an in-depth analysis of the "rooms division" components within a hotel (i.e. front office, guest services, housekeeping, reservations, engineering/maintenance and security) and demonstrate how they can impact the guest journey.

716.521: Hospitality Elective 1 - Wine

Level: 5

Contact hours: 22

Credits: 5

Self-study hours: 28

Content Summary

Develop wine tasting characteristics for structured wine tasting

716.531: Hospitality Elective 1 - Events

Level: 5

Contact hours: 22

Credits: 5

Self-study hours: 28

Content Summary

Develop and present proposals for an event, including accurate and profitable cost sheets, quotations and budgets

716.507 Internship A

Level:5

Contact hours: 213

Credits: 45

Self-study hours: 237

Content Summary

Complete a minimum of 400 hours in appointed roles and compare and contrast learning to industry application. Additionally, interview techniques, CV development and the QRC Ambassador course will also be completed.

716.508 Internship B

Level:5

Contact hours: 190

Credits: 40

Self-study hours: 210

Content Summary

Complete a minimum of 600 hours in appointed roles identify critical performance criteria to evaluate performance appropriate to role.

716.601 Business Development

Level: 6

Contact hours: 42

Credits: 10

Self-study hours: 60

Content Summary

Identify opportunities within the tourism and hospitality sector and complete a range of analytical tools to development and present a business plan that is sustainable.

716.602: Leadership

Level: 6

Contact hours: 42

Credits: 10

Self-study hours: 60

Content Summary

Analyse and apply key leadership theories, identifying behaviours, techniques and attributes of effective leaders and identify how these relate to the developing manager and creation of a positive workplace culture within tourism and hospitality.

716.611: Rooms Division Management

Level: 6

Contact hours: 42

Credits: 10

Self-study hours: 60

Content Summary

Analyse and evaluate sales and revenue management strategies, applying various models and concepts of yield and sustainability management to improve hotel performance.

716.612: Hospitality Operations and Cost Control

Level: 6

Contact hours: 42

Credits: 5

Self-study hours: 30

Content Summary

Prepare and interpret a range of food and beverage control reports and analyse actual results compared to forecasted figures, to recommend corrective and preventative measures to support business resilience.

716.622: Hospitality Elective 2 - Wine

Level: 6

Contact hours: 42

Credits: 5

Self-study hours: 30

Content Summary

Plan and conduct a structured wine tasting event, advising on appropriate wine to match food choices.

716.632: Hospitality Elective 2 – Events

Level: 6

Contact hours: 42

Credits: 5

Self-study hours: 30

Content Summary

Apply project management skills to market, implement, and evaluate an industry event.

716.603: Law

Level: 6

Contact hours: 42

Credits: 5

Self-study hours: 30

Content Summary

Evaluate owner liability against a range of New Zealand laws and Te Tiriti o Waitangi that impact business operations in a hospitality and tourism environment.

716.604: Human Resource Management

Level: 6

Credits: 5

Contact hours: 42

Self-study hours: 30

Content Summary

Core principles of human resource management and organisational behaviour are considered and applied so critical evaluations of workplace behaviour can be undertaken, and applied when determining workplace performance appraisals

716.605: Economics

Level: 6

Credits: 5

Contact hours: 42

Self-study hours: 30

Content Summary

Analyse and apply economic principles to contemporary tourism scenarios to inform decision making and strategy development

716.606 Managerial Accounting

Level: 6

Credits: 10

Contact hours: 42

Self-study hours: 60

Content Summary

Utilise effective Management Control Systems to evaluate management performance, develop a range of budgets and apply variance analysis

716.607: Sales and Marketing

Level: 6

Credits: 5

Contact hours: 42

Self-study hours: 30

Content Summary

Analyse and develop sales and marketing strategies to maximise organisation revenue and market growth through the synthesis of contemporary and traditional, web and non-web-based mediums

716.608: Capstone – Hotel Strategy - Simulation

Level: 6

Credits: 5

Contact hours: 20

Self-study hours: 30

Content Summary

Research and evaluate business opportunities, using simulation technology to develop and present a business recovery / development plan for a hotel.

5.2 Overview: Diploma of Adventure Tourism Management

816.501 Tourism Fundamentals

Level: 6 Credits: 5
Contact hours: 42 Self-study hours: 28

Content Summary

This paper provides an introduction to the tourism and hospitality industry. Specifically it provides students with a platform of knowledge related to the tourism sector from a global, regional and local perspective. Historical, contemporary and future drivers including sustainable practices will be analysed to measure their impact on tourism.

816.502 Information Technology

Level: 5 Credits: 5
Contact hours: 42 Self-study hours: 28

Content Summary

Common computer software applications and software management application systems will be used to research, synthesise and store information.

816.503 Business Research and Communication

Level: 5 Credits: 5
Contact hours: 42 Self-study hours: 28

Content Summary

Communication, the act of imparting or exchanging information with other people, is an essential facet of the tourism industry. Whether verbal, nonverbal or written, we are constantly seeking to connect with others for a range of purposes. This paper will use primary and secondary data to assist with developing and presenting comprehensive arguments in a professional manner across a range of platforms, including written, presentation and face to face.

816.504 Cultural Intelligence

Level: 5 Credits: 5
Contact hours: 22 Self-study hours: 28

Content Summary

Research and identify cultural characteristics and patterns to support effective communication and outcomes across culturally diverse groups. Develop and apply adaptive strategies which include employing emotional and cultural intelligence to maximise positive interpersonal encounters and inclusion.

816.411 Customer Service Management

Level: 4 Credits: 10
Contact hours: 47 Self-study hours: 53

Content Summary

Apply and monitor service delivery techniques in the adventure tourism environment. You will be required to complete Shift Experience at a local tourism business.

816.504 Comprehensive First Aid

Level: 4
Contact hours: 23

Credits: 5
Self-study hours: 27

Content Summary

Manage first aid in an emergency situation, be able to provide extended first aid and enhanced basic life support.

816.413: Tourism Operations

Level: 4
Contact hours: 23

Credits: 5
Self-study hours: 27

Content Summary

Apply skills and knowledge to assist tourists in experiencing a tourism product and to ensure a positive visitor experience.

816.505 Business Accounting and Analysis

Level: 5
Contact hours: 45

Credits: 10
Self-study hours: 55

Content Summary

Utilise data and standard accounting procedures to compile accurate and relevant financial information

816.506 Marketing

Level: 5
Contact hours: 42

Credits: 5
Self-study hours: 28

Content Summary

Use marketing models to analyse, develop and present marketing plans, to apply promotional strategies for a range of products and services in the tourism and hospitality sectors

816.511: Adventure Tourism Interpretation

Level: 5
Contact hours: 45

Credits: 10
Self-study hours: 55

Content Summary

Develop an interpretation plan for a tourism product and evaluate tourism products to provide recommendations for continuous improvements

816.512: Adventure Tourism Event Planning

Level: 5

Credits: 5

Contact hours: 41

Self-study hours: 28

Content Summary

Plan and develop a tourism or adventure activity to ensure a positive visitor experience

816.513: Operation and Risk Management

Level: 5

Credits: 10

Contact hours: 47

Self-study hours: 53

Content Summary

Develop a Safety Management System (SMS) including a Risk Management Portfolio for a company. Conduct audits of Safety Management Plans (SMP)

816.507 Internship A

Level: 5

Credits: 45

Contact hours: 213

Self-study hours: 237

Content Summary

Complete a minimum of 400 hours in appointed roles and compare and contrast learning to industry application. Additionally, interview techniques, CV development and the QRC Ambassador course will also be completed.

816.508 Internship B

Level: 5

Credits: 40

Contact hours: 190

Self-study hours: 210

Content Summary

Complete a minimum of 600 hours in appointed roles and identify critical performance criteria to evaluate performance appropriate to role.

816.601 Business Development

Level: 6

Credits: 10

Contact hours: 42

Self-study hours: 60

Content Summary

Identify opportunities within the tourism and hospitality sector and complete a range of analytical tools to development and present a business plan for a new business concept.

816.602 Leadership

Level: 6
Contact hours: 42

Credits: 10
Self-study hours: 60

Content Summary

Analyse and apply key leadership theories, identifying behaviours, techniques and attributes of effective leaders and identify how these relate to the developing manager and creation of a positive workplace culture within tourism and hospitality.

816.611: Consumer Behaviour and Destination Management

Level: 6
Contact hours: 42

Credits: 10
Self-study hours: 60

Content Summary

Report on a destination, with a key focus on consumer behaviour and managing visitor impacts, identifying key issues and opportunities and make recommendations on future strategy and direction

816.612: Sustainable Tourism Development

Level: 6
Contact hours: 42

Credits: 5
Self-study hours: 30

Content Summary

Evaluate sustainable practices of an organisation and make recommendations for continuous improvement

816.613: Tourism Futures

Level: 6
Contact hours:

Credits: 5
Self-study hours: 30

Content Summary

Apply entrepreneurship theories to identify key trends and futures in the tourism industry. Apply research, deduction, problem solving skills and work to develop future proofing and resilience strategies for the dynamic adventure tourism industry.

816.603: Law

Level: 6
Contact hours: 42

Credits: 5
Self-study hours: 30

Content Summary

Evaluate owner liability against a range of New Zealand laws and Te Tiriti o Waitangi that impact business operations in a tourism environment.

816:604: Human Resource Management

Level: 6
Contact hours: 42

Credits: 5
Self-study hours: 30

Content Summary

Core principles of human resource management and organisational behaviour are considered and applied so critical evaluations of workplace behaviour can be undertaken, and applied when determining workplace performance appraisals

816:605: Economics

Level: 6
Contact hours: 42

Credits: 5
Self-study hours: 30

Content Summary

Analyse and apply economic principles to contemporary tourism scenarios to inform decision making and strategy development

816:606: Managerial Accounting

Level: 6
Contact hours: 42

Credits: 10
Self-study hours: 60

Content Summary

Utilise effective Management Control Systems to evaluate management performance, develop a range of budgets and apply variance analysis

816:607: Sales and Marketing

Level: 6
Contact hours: 20

Credits: 5
Self-study hours: 30

Note: This paper has 2 additional timetabled hours for Internship evaluation and application, refer Internship B

Content Summary

Analyse and develop sales and marketing strategies to maximise organisation revenue and market growth through the synthesis of contemporary and traditional, web and non-web based mediums

816:608: Capstone – Tourism Simulation

Level: 6
Contact hours: 20

Credits: 5
Self-study hours: 30

Content Summary

Research and evaluate business opportunities and use simulation technology to develop and present a business recovery / development plan for a tourism operation.

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 will be taken into account.

OFFICIAL DECISION			
Leave APPROVED without PE Point Deduction	Leave Approved with PE Point Deduction after the 3 rd absence of class	Leave Declined. PE points will be deducted.	
Programme Leader Signature: _____		Date: _____	
Student Name & Number:	Jethro Testing – QRC00002019		
Start and End Dates of Leave:	30 April-1 May 2019		
Reasons for Leave Request (tick one):			
☐ Compassionate Leave (Immediate Family)		Additional Information: _____	
☒ Medical		_____	
☐ Other			
Paper Names	Date	Time	Assessment due Course Requirements or Industry Shift
HR	30 April	9.00am	Missing HR interviews
Law	30 th April & 1 st May	11.30 am & 1pm	
Accounting	1 st May	10.30am	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 is no assessment 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: Assessment will only be rescheduled in extenuating circumstances.

Signature of Student: _____

Date: _____

School of Tourism and Hospitality Management

STUDENT ASSESSMENT COVER SHEET

Student Name/ID No: Jethro Testing/QRC0000198S	Paper name/number: 901.009
Assignment title: HR Portfolio	Teacher: Kirsty Dugdale

I declare that:

- This is an original assignment and is entirely my own work.
- I have read the **QRC regulations on assessment misconduct and plagiarism** and understand what plagiarism is.
- I am aware of the **penalties** for **plagiarism** as stipulated by QRC.
- All **sources** have been acknowledged.

Where I have used any **diagrams or visuals** I have acknowledged the source in every instance.

Please **note** that it is the student's responsibility to submit any assessment to the appropriate post-box located in the library. Students are required to sign and date this sheet to comply with QRC Assessment policy.

Date & Time Submitted:	26 September 2016 – 4.23pm
Student Signature:	

For Office Use Only

Date Verified by School Administration:
Any additional comments:

REQUEST FOR EXTENSION OF ASSESMENT

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 + ID number:	Jethro Testing
Today's Date:	15 May 2019
Paper Title and number:	HR 716.604
Tutor Name:	Kirsty Raubenheimer
Assessment:	HR Portfolio
Date Assessment Due:	16 May 2019
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 + ID Number:	
Today's Date:	
Paper Title and Number:	
Assessment Date:	
Assessment Type:	☐ Controlled Assessment ☐ Oral Presentation ☐ Other (Please Specify)
Detailed reason for Absence:	
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: _____

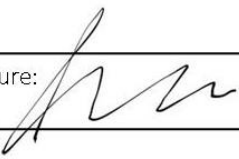


REQUEST FOR REVIEW OF AN ASSESSMENT TASK

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: