



50th
EST. 1972

CROWN
INSTITUTE OF STUDIES
AUCKLAND • NEW ZEALAND

UNLOCK YOUR POTENTIAL

YOUR SUCCESSFUL
CAREER STARTS HERE

Business | Computing | Health & Wellbeing
Hospitality | Tourism & Travel



NEW ZEALAND.COM
Licence No.100719

2022 - 2023 Booklet

WELCOME

Locally owned and proudly independent, we know New Zealand and its people.

We have strong connections with many of New Zealand's leading organisations to ensure that our courses are relevant and up-to-date with industry needs. Our graduates are work-ready, and we help our students to find their dream career through our network of employers. We provide small class sizes and personalised welfare, career and internship services for our students.

OUR VISION

To be the preferred tertiary provider that develops agile, passionate and resilient industry professionals

OUR MISSION

Unlocking potential through an inclusive, supportive and respectful learning environment

MEET OUR TEAM

We have a passionate team of staff with over 10 year's experience in the education sector. Many with industry specific experience in their chosen field and connections to open doors for our students. Their dream is to see those joining the Crown family get valuable life skills, and go on to succeed with their career goals.



Amy Tregidga

Marketing Manager



Baljit Grewal

*International
Marketing Manager*



Darren Turner

Short Course Tutor



Dion Bond

*Marketing & Student
Services Co-ordinator*

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WHY CROWN

Established in 1972, Crown is one of New Zealand's longest running tertiary institutions. Providing training in the fields of business, computing, health & wellbeing, hospitality, tourism and travel.

We have been producing skilled, knowledgeable and work ready graduates for 50 years. We emphasise on education for employment; our programmes equip students with industry related knowledge and transferable skills that can be applied across their chosen pathways. Students' success is our priority; we work closely with reputable organisations from relevant industries, which helps us to find suitable work opportunities for our graduates.





WE CARE

TIAKI TATO

The team at Crown cares about each student who studies with us. Students have told us Crown is their “happy place”. We aim for that to be your experience too. Extra academic support and pastoral care are readily available – we listen, we support, and we guide.



WE TRAIN

WHAKAAGO TATO

Located in the heart of Auckland City, Crown is a caring, student-focused tertiary institution. We focus on providing industry relevant courses and getting students ready for work. We are passionate about holistic learning; this means that we want to develop you not only academically, but also personally, so that you are ready to contribute, excel and progress in your new job immediately.



WE CONNECT

HONO TATO

Crown has great connections with premium quality and reputable industry partners. Throughout your course we will connect you with some of these great partners – at onsite seminars, networking events, site visits, familiarisation tours (famils), Real World Experience, and work placements.

STUDENT SERVICES

The team at Crown takes pride in providing well-rounded support and services to our students. We have a culturally diverse and compassionate team that listens willingly. Be it academic difficulties or problems with your personal life, we are here to assist you every step of the way.

FEES FREE STUDY

All our courses are eligible for Fees Free study; please contact us to check your eligibility.

***Terms & Conditions apply, please contact us for details.**

STUDENT SUPPORT & SERVICES

- **Transportation to and from campus via Crown AT HOP card.**
- **Free borrowing of learning devices** (Chromebook)
- **Free driving lessons provided by Alert Driving School***
- **Grooming centre** (three hair salon seats with Makeup stands)
- **Clothing for job interview**
- **Entertainment corner** (Netflix & Video games)
- **Career advice & workshops**
- **Fees Free and StudyLink application support**
- **Health & wellbeing support**
- **Fees Free and StudyLink application support**
- **Study & work programme** (Part-time / casual employment while you study with us)
- **Support for Maori and Pacific learners**
- **Literacy & numeracy support**

CAMPUS FACILITIES

- **Hotel room & reception**
- **Cultural performance & seminar area**
- **Aircraft cabin**
- **Outdoor & indoor student common area**
- **Health & wellbeing training centre**
- **Classrooms with computers**
- **Bar & barista training area**
- **Culture hub**
- **Travel agency training centre**
- **Computer lab**
- **Café & restaurant area**
- **Entertainment corner**
- **Kitchen facilities**

EDUCATIONAL TRIPS

Crown is committed to connecting our students to multiple industries during their learning journey. We believe these educational trips assist students to gain a deeper understanding of an organisation's culture.

These experiences equip our students with new skills for group discussions, enhancing their performance and achievement in their classroom activities. Most importantly Crown students develop a unique bond through mutual interests and shared memories and experiences across campus.



“

I found the trip to be very educational. I have been reassured through all the talks and plans by business leaders that the industry will come back in one way or another. It was nice to see how beautiful New Zealand is, and experience it in a way that not so many others do. Also to see all the options in the industry that you have right now and in the future in our own country was really cool. Their tips on how to get jobs or internships were useful too.

Nicolette Winiata | Graduate of New Zealand Diploma in Hospitality Management

“

The trip was good, learnt quite a lot about how farmers get their work done and how the dogs assist them. The museum on the other hand allowed me to see how the kauri tree had come to be used for many different things. Both of these activities/attractions helped me understand how there are people out there doing different things, yet it can all be a part of and contribute to the tourism industry.

Siaana Faalavaau | New Zealand Diploma in Tourism and Travel (Level 5)

“

The trip to Queenstown was an amazing experience! Not only was the place beautiful and the activities were so much fun but what I learnt from the guest speakers was useful. In my personal opinion, these speakers added on to my own belief that tourism really never dies! I always knew that tourism was going to bounce back but hearing it from professionals in the tourism industry was a reassurance that I needed. I learnt that there are so many different jobs in the tourism industry and that no matter what, there is always a job in tourism that covers different sectors like marketing, sales and the front of house jobs too. Overall, this trip not only reminded me of why I want to work in tourism but also reminded me that a pandemic is not going to stop the tourism industry from producing more jobs.

Paige Vaipa | Graduate of New Zealand Diploma in Tourism & Travel (Level 5)

INTERNSHIP & REAL WORLD EXPERIENCE

Internship or “Real World Experience” (RWE) is a core component of all our courses. They play a crucial role in equipping students with the skills and experiences required to find a job and excel in it.

Crown works with numerous local businesses, multinational corporations, tourism operators, travel agencies, hotels, restaurants and cafés to ensure students are placed into organisations that suit their character and needs. Organisations we work with have great staff development and advancement opportunities, many of our students continue to be employed by them upon completion of their studies.



STUDY & WORK PROGRAMME

This is an optional service available to students studying at Crown. Study & Work has been designed with the help of employers, recruitment agents, school teachers and careers advisors. With the Study & Work programme, you will learn the skills needed by the companies who will hire you after you graduate and gain invaluable practical experience and earn money during your studies.

THE PROGRAMME INCLUDES

- Free professional training in employment skills and customer service from Function Staff, our Study and Work partners.
- Paid casual / part-time employment with Function Staff during your course.
- Free 1-1 CV preparation, career advice and interview skills with Crown's career service team.
- A standard reference will be included at the end of your program upon request.

OUR PARTNERS







“

**Their students
engage with industry
on a regular basis
bridging theory with
practical learning,
delivering quality
and relevance to their
students professional
development in today's
changing market.**

INDUSTRY TESTIMONIALS

“

DNZ have taken in many Crown students as interns with wonderful results; we give lectures on our industry to them and have a very close and successful working relationship resulting in great opportunities for employment and real tangible positives for the students. Moving forward, we will continue to work closely with Crown and their students.

Debbie Summers, IDNZ | Chairman NZ Cruise Association | Vice Chair TWLGO

“

Crown Institute of Studies are forward-thinking industry leaders and we're proud to partner with them to develop future talent. Their students engage with industry on a regular basis bridging theory with practical learning, delivering quality and relevance to their students professional development in today's changing market. iFLY Indoor Skydiving is a global business launching its first NZ operation in 2018 and immediately challenged as a global company requiring regional autonomy to deliver success in a highly competitive and unique market. It has been extremely rewarding working with Crown Institute of Studies sharing the iFLY journey with students developing careers within our industry.

Matt Wong, Managing Director | iFLY Queenstown

STUDENT TESTIMONIALS

“



My time at Crown was great, it has helped me to realise my passion for the hospitality industry. In October 2020, Crown placed me at The Northern club for 60 hours of internship, which was a requirement to pass the course, upon completion the manager, Jerry, was so impressed with my work that he offered me a job at the beginning of 2021. Although it was stressful at times having so many assignments due, but I managed to pull through and finish them all. I wouldn't be able to achieve this without the support of my tutors. Crown tutors were incredibly supportive, they provided ample support and were with me till the last day of the course. Thanks to the support of my tutors, family and my friends I was able to present my grades to my family on Christmas day and I can't thank them enough for what they did. Now I am working at The Northern club as a casual employee, aiming to gain full time employment there.

Jesse Harfield | Wait Staff, The Northern Club

“



The tutors at Crown were really supportive, I gained insights about cruise, flight attending and knowledge of the tourism and travel industry, most importantly, I acquired customer services skills which can be applied to many industries.

JP MacPherson | Operations Supervisor, AJ Hackett Bungy



When I joined Crown Institute of Studies, I was unsure about my future plans. I was anxious about the challenges of the industry and whether I had made the right choice. But thanks to Crown for making the best effort to provide great facilities for students which gave me an opportunity to excel in my area of interest. Crown has been a very wonderful and fun place for me, where I have gained a lot of practical knowledge about Travel and Tourism, Hospitality and Accommodation. The tutors have always been there for us whenever we needed their support or extension on our assessments. Crown Institute of Studies has given me a positive outlook and a high level of confidence working in the Industry. I have been offered a job by Auckland City Hotel and I feel proud to put my knowledge and experience to action. I'm thankful to Crown and the tutors for preparing me to face the corporate world.

Grace Lataimoega | Housekeeping Staff, Auckland City Hotel



I consider Crown very important to me for the experiences and people that I met during my studies. Teachers along with students are always welcoming, and are always open for a conversation, sharing their knowledge and insight with each interaction. Even though I have finished my studies there, I made lifelong friends and know I am always welcome back and if I have anything that I might want to seek advice for, their doors are always open.

Sione Mataele | Business student at Auckland University of Technology



Studying at Crown improved my presenting skills as well as writing skills. In terms of work, I told my supervisor I was studying food and beverage and would gain my LCQ which helped me getting hired. Everyone at Crown is very helpful, and the course layout and time allowed to complete assignments was very good. Teachers helped students with all different abilities to achieve to their best standards, through different teaching methods. The trips were a highlight, to the winery for food and beverage course for example.

Rachel Anderson | Senior front of house and shift leader, Lone Star Restaurant



OUR COURSES



NEW ZEALAND CERTIFICATE IN BUSINESS

(Introducing the Great Kiwi Entrepreneur)

COURSE
LENGTH

18
WEEKS

20 HOURS PER WEEK

9AM – 2:30PM | MONDAY – THURSDAY

Class times are subject to change under the discretion of
Crown Institute of Studies.

This course specialises in the development, operation and management of small businesses.

It helps students identify relevant business opportunities and understand its feasibility and viability and develop business plans for monitoring its effectiveness and success. It also covers the technological, financial, legal and regulatory requirements to run and manage a business. It includes the identification and management of stakeholders, business relations, risks and legislative requirements for ensuring business sustenance and expansion. The NZ Certificate in Business is designed for people with little to no business experience and it provides them with the knowledge and skills to prepare them to establish and manage their own business.

THE COURSE CONSISTS OF 4 MODULES, WHICH COVER:

- Business Opportunities in New Zealand
- Business Communication and Problem Solving
- Small Business Professionalism, Legal and Ethical Requirements
- Small Business Planning

Students are assessed through a mixture of written assessments, presentations and practical role plays.

COURSE DATES

25 JULY 2022 – 23 DECEMBER 2022
29 AUGUST 2022 – 3 MARCH 2023
17 OCTOBER 2022 – 6 APRIL 2023
31 JANUARY – 14 JULY 2023
6 MARCH – 18 AUGUST 2023
24 APRIL – 22 SEPTEMBER 2023
29 MAY – 10 NOVEMBER 2023

TERM BREAKS

3 OCTOBER 2022 – 14 OCTOBER 2022
26 DECEMBER 2022 – 27 JANUARY 2023
7 APRIL – 21 APRIL 2023
3 JULY – 14 JULY 2023
25 SEPTEMBER – 6 OCTOBER 2023

ENTRY REQUIREMENTS

- 16 years of age or older at course start date.
- Demonstrate appropriate literacy and numeracy levels.

INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age or older at course start date.
- IELTS (General or Academic) 5.0 with no band lower than 5.0 (or NZQA approved equivalent)
- 3 years of secondary school education or equivalent work experience.

CAREER OPTIONS

**SMALL BUSINESS OWNER/
OPERATOR**

**SECOND-INCHARGE (2IC)
OF A SMALL BUSINESS**

**CUSTOMER SERVICES
OFFICER**

FURTHER STUDY

Students who successfully complete this course may wish to continue their studies in any of the following:

**NEW ZEALAND CERTIFICATE
IN TRAVEL (LEVEL 4)**

**NEW ZEALAND CERTIFICATE
IN BUSINESS (LEVEL 4)**

NEW ZEALAND CERTIFICATE IN BUSINESS

New Zealand Certificate in Business (Small Business)

New Zealand Certificate in Business (Administration & Technology)

COURSE
LENGTH

40
WEEKS

20 HOURS PER WEEK

9AM – 2:30PM | MONDAY – THURSDAY

Class times are subject to change under the discretion of Crown Institute of Studies.

This is an intensive course that includes two certificate qualifications at Level 4 of the NZQF.

It provides students with skills to establish their own business as well as work in and for other existing businesses. The course helps students to research and identify New Zealand legal structures and regulations and tools available in order to develop business plans and policies. It also fosters the ability to analyse market opportunities and identify and create strategies for the management of business and financial risks. The course helps students to gain knowledge of marketing concepts.

THE COURSE CONSISTS OF 8 MODULES, WHICH COVER:

- New Zealand Business Environment and Legal Requirements
- Market Analysis and Strategy Planning
- Customer Service and Marketing Strategy
- Building the Right Team and Organisational Resources
- Financial Management and Continuity Planning
- Business Financial Administration and Management
- Human Resource Operations and Management
- Small Business Continuity Planning

Students are assessed through a mixture of written assessments, presentations and practical role plays.

COURSE DATES

25 JULY 2022 – 30 JUNE 2023
29 AUGUST 2022 – 18 AUGUST 2023
31 JANUARY – 15 DECEMBER 2023
6 MARCH 2023 – 8 MARCH 2024

TERM BREAKS

3 OCTOBER 2022 – 14 OCTOBER 2022
26 DECEMBER 2022 – 27 JANUARY 2023
7 APRIL – 21 APRIL 2023
3 JULY – 14 JULY 2023
25 SEPTEMBER – 6 OCTOBER 2023

ENTRY REQUIREMENTS

- 16 years of age or older at course start date.
- Completed New Zealand Year 12 (NCEA Level 2) or New Zealand Certificate in Business (Level 3) or equivalent.
- Special circumstances at the discretion of department head.

INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age or older at course start date
- IELTS (General or Academic) 5.5 with no band lower than 5.0 (or NZQA approved equivalent)
- 3 years of secondary school or equivalent work experience

CAREER OPTIONS

OFFICE ADMINISTRATOR

SECOND-INCHARGE (2IC) OF A
SMALL BUSINESS

BUSINESS OWNER/ MANAGER

CROWN SMALL BUSINESS ENTREPRENEUR SCHEME (CSBES)*

Students graduating from this course are eligible to apply for the "Crown Small Business Entrepreneur Scheme", where students will have a chance to receive a seed fund of up to NZ\$20,000 to start their own business.

FURTHER STUDY

Students who successfully complete this course may wish to continue their studies in any of the following:

NEW ZEALAND DIPLOMA IN
TOURISM & TRAVEL (LEVEL 5)

NEW ZEALAND DIPLOMA IN
HOSPITALITY MANAGEMENT
(LEVEL 5)

DIRECT ENTRY TO BACHELOR
OF BUSINESS (ANY MAJOR) AT
MASSEY UNIVERSITY

NEW ZEALAND CERTIFICATE IN COMPUTING

New Zealand Certificate in Business (Small Business)

New Zealand Certificate in Business (Administration & Technology)

COURSE
LENGTH

18
WEEKS

20 HOURS PER WEEK

9AM – 2:30PM | MONDAY – THURSDAY

Class times are subject to change under the discretion of
Crown Institute of Studies.

This course is designed to prepare and equip you with the tools and skills to become an effective and efficient user of digital technology within the workplace.

The course covers access, configuration and usage of digital devices and creative and innovative techniques to resolve data problems within the workplace. You will get to learn the skills required to create, combine, manipulate, store, manage, secure and share data from both in-premise as well as cloud-based databases. You will also get the opportunity to investigate, plan and design innovative digital solutions to resolve business problems. In addition to the above, the course includes the creation and presentation of multimedia content for effective presentation of organisational and personal ideas as well as the creation of innovative digital collaboration and communication skills and strategies.

THE COURSE CONSISTS OF 4 MODULES, WHICH COVER:

- Working with Digital Tools
- Communicating in Digital World
- Managing Projects for Digital Outcomes
- Working with Digital Applications

Students are assessed through a mixture of written assessments, presentations and practical role plays.

COURSE DATES

25 JULY 2022 – 9 DECEMBER 2022
31 JANUARY – 30 JUNE 2023

TERM BREAKS

3 OCTOBER 2022 – 14 OCTOBER 2022
26 DECEMBER 2022 – 27 JANUARY 2023
7 APRIL – 21 APRIL 2023

ENTRY REQUIREMENTS

- 16 years of age or older at course start date.
- Demonstrate basic skills in Computing (NZ Certificate in Computing Level 2 or equivalent skills and knowledge)
- Demonstrate appropriate literacy and numeracy levels.

INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age or older at course start date.
- IELTS (General or Academic) 5.0 with no band lower than 5.0 (or NZQA approved equivalent).
- 3 years secondary school education or equivalent work experience.

CAREER OPTIONS

With relevant experience, this qualification enables students to work as a:

SALES ADMINISTRATION

ADMINISTRATION ASSISTANT

BUSINESS OPERATION SUPPORT

TECHNICAL ADMINISTRATION

**INFORMATION SYSTEMS
OPERATOR**

FURTHER STUDY

Students who successfully complete this course may wish to continue their studies in any of the following:

**NEW ZEALAND CERTIFICATE IN
TRAVEL (LEVEL 4)**

**NEW ZEALAND CERTIFICATE IN
BUSINESS (LEVEL 4)**

NEW ZEALAND CERTIFICATE IN HEALTH & WELLBEING

SUPPORT
WORK

STUDY THIS PROGRAMME FOR FREE UNDER TTAF

You may be eligible to study this programme for free under the Targeted Training and Apprenticeship Fund, contact us to find out more.

COURSE
LENGTH

22
WEEKS

20 HOURS PER WEEK

9AM – 2:30PM | MONDAY – THURSDAY

Class times are subject to change under the discretion of Crown Institute of Studies.

This course is designed for those who want to start a career in the health and wellbeing industry.

It teaches transferable skills and knowledge that are highly valued across the sector. The programme covers the skills and knowledge required to provide person centred support in the health and wellbeing sectors. It will also equip students with professional attitude, skills and hands-on experience which would enable them to contribute to enhancing the health and wellbeing of an individual in a home or an organisation. Graduates of the programme will possess the skills and knowledge valued across the sector and will be capable of working in a range of roles under limited supervision. The course includes 150 hours of work placement in a support worker setting.

THE COURSE CONSISTS OF 4 MODULES, WHICH COVER:

- Health and wellbeing awareness for care professionals
- Healthcare safety and support, advocacy and inclusion
- Engagement and relationships in health care environment
- Holistic community care / clinical placement (150 hours)

Students are assessed through a mixture of written assessments, presentations, practical role plays and research based on real work scenarios.

COURSE DATES

4 JULY 2022 – 9 DECEMBER 2022
26 SEPTEMBER 2022 – 14 APRIL 2023
31 JANUARY – 7 JULY 2023
29 MAY – 3 NOVEMBER 2023

TERM BREAKS

19 SEPTEMBER – 23 SEPTEMBER 2022
12 DECEMBER 2022 – 27 JANUARY 2023
17 APRIL – 21 APRIL 2023
10 JULY – 14 JULY 2023
14 AUGUST – 18 AUGUST 2023

ENTRY REQUIREMENTS

- 16 years of age or older at course start date (be at least 17 years of age before the clinical placement)
- Have recent police vetting
- Have completed year 12 or NCEA Level 2
- Pre-enrolment interview
- Demonstrate adequate literacy and numeracy levels
- Alternatively, students with the skills to succeed in tertiary studies will be considered, these skills could be acquired through work and/or life experience.
- Such applications will be considered under the discretion of Department Head

INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age or older at course start date.
- IELTS (General or Academic) 5.0 with no band lower than 5.0 (or NZQA approved equivalent)
- 3 years of secondary school education or equivalent work experience
- Special circumstances considered at discretion of Department Head

CAREER OPTIONS

**HEALTHCARE ASSISTANT
(ACROSS MOST HEALTH
AND WELLBEING RELATED
ORGANISATIONS)**

FURTHER STUDY

Students who successfully complete this course may wish to continue their studies in any of the following:

**NEW ZEALAND DIPLOMA IN
HOSPITALITY MANAGEMENT
(LEVEL 5)**

**NEW ZEALAND CERTIFICATE IN
TRAVEL (LEVEL 4)**

**NEW ZEALAND DIPLOMA IN
TOURISM AND TRAVEL (LEVEL 5)**

NEW ZEALAND CERTIFICATE IN FOOD AND BEVERAGE

(Café and Bar)

COURSE
LENGTH

20
WEEKS

20 HOURS PER WEEK

9AM – 2:30PM | MONDAY – THURSDAY

Class times are subject to change under the discretion of
Crown Institute of Studies.

This course will give you the skills to “hit the ground running”.

You will learn practical skills such as making coffee and cocktails, gain knowledge about food safety, wine and beer (with an emphasis on New Zealand wines). We will also cover the legislation that will be applicable to you in hospitality, and the health and safety aspects that are crucial to working effectively and without injury. You will complete the license controller qualification (LCQ), which enables you to work as a manager in any businesses that sells alcohol. This programme is designed for people looking to enter the hospitality industry with no prior knowledge or experience. We take class trips to restaurants, hotels and food festivals to see new trends in the industry.

THE COURSE CONSISTS OF 5 MODULES, WHICH COVER:

- Food Safety
- Customer Service, CV and interview skills
- Barista and Café services
- Legislation; standard operating procedures
- Wine, beer, spirits and cocktails.

Students are assessed through a mixture of written assessments, presentations and practical role plays.

COURSE DATES

25 JULY 2022 – 23 DECEMBER 2022
29 AUGUST 2022 – 3 MARCH 2023
17 OCTOBER 2022 – 6 APRIL 2023
31 JANUARY – 14 JULY 2023
6 MARCH – 18 AUGUST 2023
24 APRIL – 22 SEPTEMBER 2023
29 MAY – 10 NOVEMBER 2023

TERM BREAKS

3 OCTOBER 2022 – 14 OCTOBER 2022
26 DECEMBER 2022 – 27 JANUARY 2023
7 APRIL – 21 APRIL 2023
3 JULY – 14 JULY 2023
25 SEPTEMBER – 6 OCTOBER 2023

ENTRY REQUIREMENTS

- 17 years of age must provide written permission from parent/caregiver
- Minimum NCEA Level 2 or Special Circumstances considered at discretion of Department Head.
- Demonstrate appropriate literacy and numeracy levels

INTERNATIONAL ENTRY REQUIREMENTS

- You must be aged 18 years or older when you start the course.
- IELTS 5.0 (General or Academic) with no band lower than 5.0 (or NZQA approved equivalent).
- 3 years of secondary school or equivalent work experience.

CAREER OPTIONS

BARTENDER

CAFÉ WORKER

BARISTA

WAITER / FOOD AND
BEVERAGE ATTENDANT

ADDITIONAL QUALIFICATIONS
AVAILABLE

Licence Controller Qualification

FURTHER STUDY

Students who successfully complete this course may wish to continue their studies in any of the following:

NEW ZEALAND CERTIFICATE
IN BUSINESS (LEVEL 4)

NEW ZEALAND CERTIFICATE
IN TRAVEL (LEVEL 4)

NEW ZEALAND DIPLOMA IN
HOSPITALITY MANAGEMENT
(LEVEL 5)

NEW ZEALAND DIPLOMA IN HOSPITALITY MANAGEMENT

COURSE
LENGTH

40
WEEKS

30 HOURS PER WEEK

9AM – 4:00PM | MONDAY – THURSDAY

FRIDAY : DIRECTED SELF-STUDY

Class times are subject to change under the discretion of Crown Institute of Studies.

This course builds upon your existing skills and knowledge in hospitality and helps you to ‘think like a manager’.

People are at the heart of the Hospitality industry, and you will learn not only how to manage staff, but also how to provide amazing experiences for your guests. You will learn the legal and financial framework that governs the industry, and how to adapt your business as the market changes. Assessment is through written case studies, industry research, presentations and Q&A sessions with the tutor. In addition, you will be required to do a 60 hour internship where you will work with other staff. You will also visit hotels and restaurants to see theory put into practice.

THE COURSE CONSISTS OF 8 MODULES, WHICH COVER:

- Facilities and Revenue Management
- Compliance and Legal Requirements
- Leadership
- Customer Service
- Human Resources
- Market Variability
- Supervision in Food and Beverage
- Supervision in Accommodation

Students are assessed through a mixture of written assessments, presentations and practical role plays.

COURSE DATES

25 JULY 2022 – 30 JUNE 2023
29 AUGUST 2022 – 18 AUGUST 2023
17 OCTOBER 2022 – 22 SEPTEMBER 2023
31 JANUARY – 15 DECEMBER 2023
6 MARCH 2023 – 8 MARCH 2024
24 APRIL 2023 – 12 APRIL 2024
29 MAY 2023 – 31 MAY 2024

TERM BREAKS

3 OCTOBER 2022 – 14 OCTOBER 2022
26 DECEMBER 2022 – 27 JANUARY 2023
7 APRIL – 21 APRIL 2023
3 JULY – 14 JULY 2023
25 SEPTEMBER – 6 OCTOBER 2023

ENTRY REQUIREMENTS

- 17 years of age must provide written permission from parent/caregiver
- Have NCEA Level 3 or NZ Certificate in Food & Beverage Level 4 or equivalent. Relevant knowledge and experience to hospitality sector will be considered in special circumstances at discretion of Department Head.
- Demonstrate appropriate literacy and numeracy levels

INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age or older at course start date
- IELTS (Academic) 5.5 with no band lower than 5.0 (or NZQA approved equivalent).
- 4 years of secondary school or equivalent work experience.

CAREER OPTIONS

With relevant experience, this qualification enables students to work as a:

HOTEL SHIFT SUPERVISOR

ASSISTANT MANAGER

FACILITIES MANAGEMENT ASSISTANT

HUMAN RESOURCES COORDINATOR

DUTY MANAGER

FURTHER STUDY

If you successfully complete this course you may wish to continue your studies at degree level. You may be eligible for credits toward further study. Please ask us for details.

ADDITIONAL QUALIFICATIONS AVAILABLE

Licence Controller Qualification

NEW ZEALAND CERTIFICATE IN TOURISM *(Tourism & Travel)*

COURSE
LENGTH

20
WEEKS

20 HOURS PER WEEK

9AM — 2:30PM | MONDAY — THURSDAY

Class times are subject to change under the discretion of Crown Institute of Studies.

Want a job that lets you travel around the world, and meet exciting new people?

Maybe help someone plan their holiday of a lifetime? Come and study Tourism at Crown! This entry level course is designed for students with minimal or no prior experience in the industry. It gives you an overview of the knowledge and skills required to work in this field. The class visits hotels and tourist attractions such as Kelly Tarltons, Auckland War Memorial Museum, and the Sky Tower. In addition, seminars by industry leaders and educational trips to popular tourist destinations will provide exposure to the industry.

THE COURSE CONSISTS OF 4 MODULES, WHICH COVER:

- Workplace practices (Team work, time management and relevant legislation)
- New Zealand's worldclass Tourism industry

- Customer service and communications skills

- New Zealand Tourism destinations

This course also covers 30 hours of real world experience, Students are assessed through a mixture of written assessments, presentations and practical role plays.

ADDITIONAL QUALIFICATIONS AVAILABLE (OPTIONAL):

- Pure New Zealand Specialist Certificate
- Crown Certificate in Cabin Crew
- Blue Lagoon Cruises Certificate
- Hawaii Tourism Certificate
- Hong Kong Specialist Certificate
- Tiare Tahiti Specialist Certificate
- Pierre & Vacances Expert in Mountains in France Diploma
- Online Travel Training (OTT) courses

COURSE DATES

25 JULY 2022 – 23 DECEMBER 2022
29 AUGUST 2022 – 3 MARCH 2023
17 OCTOBER 2022 – 6 APRIL 2023
31 JANUARY – 14 JULY 2023
6 MARCH – 18 AUGUST 2023
24 APRIL – 22 SEPTEMBER 2023
29 MAY – 10 NOVEMBER 2023

TERM BREAKS

3 OCTOBER 2022 – 14 OCTOBER 2022
26 DECEMBER 2022 – 27 JANUARY 2023
7 APRIL – 21 APRIL 2023
3 JULY – 14 JULY 2023
25 SEPTEMBER – 6 OCTOBER 2023

ENTRY REQUIREMENTS

- 16 years of age or older at course start date.
- Minimum NCEA Level 2 or special circumstances considered at discretion of Department Head.
- Demonstrate appropriate literacy and numeracy levels

INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age or older at course start date
- IELTS (General or Academic) 5.0 with no band lower than 5.0 (or NZQA approved equivalent)
- 3 years of secondary school or equivalent work experience

CAREER OPTIONS

GUEST SERVICES AGENT

AIRPORT CHECK-IN AGENT

**FRONT DESK
ADMINISTRATOR**

FLIGHT ATTENDANT

**CUSTOMER SERVICES
OFFICER**

FURTHER STUDY

Students who successfully complete this course may wish to continue their studies in any of the following:

**NEW ZEALAND CERTIFICATE
IN TRAVEL (LEVEL 4)**

**NEW ZEALAND CERTIFICATE
IN BUSINESS (LEVEL 4)**

NEW ZEALAND CERTIFICATE IN TRAVEL

COURSE
LENGTH

20
WEEKS

20 HOURS PER WEEK

9AM — 2:30PM | MONDAY — THURSDAY

Class times are subject to change under the discretion of Crown Institute of Studies.

This programme is designed to give you working knowledge of the travel industry.

Graduates will have the skills and experience to get a job and start contributing immediately to their organisation. You will learn the fundamentals of Amadeus, a software that is widely used in the industry, and VTO back office accounting profile software. The course covers selling and marketing skills, customer service, world geography & airline terminology. You will also visit tourist operations such as Auckland International Airport, Maritime Museum and cruise ship facilities.

THE COURSE CONSISTS OF 4 MODULES, WHICH COVER:

- Travel operations, airline services and booking software
- Workplace practices and relevant legislation
- International tourism, geography and cruising
- Sales and marketing skills

Students are assessed through a mixture of written assessments, presentations and practical role plays.

ADDITIONAL QUALIFICATIONS AVAILABLE (OPTIONAL):

- Crown Certificate in Cabin Crew
- Pure New Zealand Specialist Certificate
- Contiki Certificate
- Blue Lagoon Cruises Certificate
- Hawaii Tourism Certificate
- Hong Kong Specialist Certificate
- Tiare Tahiti Specialist Certificate
- Pierre & Vacances Expert in Mountains in France Diploma
- Online Travel Training (OTT) courses

COURSE DATES

25 JULY 2022 – 23 DECEMBER 2022
29 AUGUST 2022 – 3 MARCH 2023
17 OCTOBER 2022 – 6 APRIL 2023
31 JANUARY – 14 JULY 2023
6 MARCH – 18 AUGUST 2023
24 APRIL – 22 SEPTEMBER 2023
29 MAY – 10 NOVEMBER 2023

TERM BREAKS

3 OCTOBER 2022 – 14 OCTOBER 2022
26 DECEMBER 2022 – 27 JANUARY 2023
7 APRIL – 21 APRIL 2023
3 JULY – 14 JULY 2023
25 SEPTEMBER – 6 OCTOBER 2023

ENTRY REQUIREMENTS

- 16 years of age or older at course start date
- Tourism Level 3 or NCEA Level 3 (if Travel or Tourism were included in your subjects) or special circumstances, at the discretion of the Academic Head.
- Demonstrate appropriate literacy and numeracy levels

INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age or older at course start date
- IELTS (General or Academic) 5.5 with no band lower than 5.0 (or NZQA approved equivalent)
- 3 years of secondary school or equivalent work experience

CAREER OPTIONS

TOUR GUIDES

AIRLINE REPRESENTATIVE

EVENTS COORDINATOR

RESERVATION
CONSULTANT

JUNIOR TRAVEL
CONSULTANT

FURTHER STUDY

Students who successfully complete this course may wish to continue their studies in any of the following:

NEW ZEALAND DIPLOMA IN
TOURISM & TRAVEL (LEVEL 5)

NEW ZEALAND CERTIFICATE
IN BUSINESS (LEVEL 4)

NEW ZEALAND DIPLOMA IN
HOSPITALITY MANAGEMENT
(LEVEL 5)

NEW ZEALAND DIPLOMA IN TOURISM AND TRAVEL

COURSE
LENGTH

40
WEEKS

20 HOURS PER WEEK

9AM — 4PM | MONDAY — THURSDAY

FRIDAY : DIRECTED SELF-STUDY

Class times are subject to change under the discretion of Crown Institute of Studies.

This diploma-level course provides a broad overview of the NZ tourism industry.

Emphasis is placed on developing strong business and workplace management, as well as communication skills, allowing graduates to become leaders of the industry. Graduates will have excellent knowledge of tourism operations, these include business systems, commercial aviation, finance and budgeting, trends in the tourism environment and understand market changes in the industry.

THE COURSE CONSISTS OF 8 MODULES, WHICH COVER:

- Effective Communication in Travel and Tourism
- Workplace Management and Personal Work Ethics
- NZ Tourism Sector: Region-by-Region
- Trends in the International Tourism Environment
- Finance and Budgeting
- Business Systems Development
- Commercial Aviation
- Tourism Venture Improvements

Students are assessed through a mixture of written assessments, presentations and practical role plays.

ADDITIONAL QUALIFICATIONS AVAILABLE (OPTIONAL):

- Crown Certificate in Cabin Crew
- Blue Lagoon Cruises Certificate
- Pure New Zealand Specialist Certificate
- Hawaii Tourism Certificate
- Hong Kong Specialist Certificate
- Tiare Tahiti Specialist Certificate
- Pierre & Vacances Expert in Mountains in France Diploma
- Online Travel Training (OTT) courses

COURSE DATES

25 JULY 2022 – 30 JUNE 2023
29 AUGUST 2022 – 18 AUGUST 2023
17 OCTOBER 2022 – 22 SEPTEMBER 2023
31 JANUARY – 15 DECEMBER 2023
6 MARCH 2023 – 8 MARCH 2024
24 APRIL 2023 – 12 APRIL 2024
29 MAY 2023 – 31 MAY 2024

TERM BREAKS

3 OCTOBER 2022 – 14 OCTOBER 2022
26 DECEMBER 2022 – 27 JANUARY 2023
7 APRIL – 21 APRIL 2023
3 JULY – 14 JULY 2023
25 SEPTEMBER – 6 OCTOBER 2023

ENTRY REQUIREMENTS

- Have Tourism Level 4 or NCEA Level 3 or at least 12 months' work experience in a Travel or Tourism business
- Special circumstances considered at discretion of Department Head
- Demonstrate appropriate literacy and numeracy levels

INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age or older at course start date
- IELTS (Academic) 5.5 with no band lower than 5.0 (or NZQA approved equivalent)
- 3 years of secondary school or equivalent work experience

CAREER OPTIONS

TRAVEL AND TRADE
DEVELOPMENT
COORDINATOR

MARKETING AND
PROMOTIONS ROLES

TOURISM OPERATIONS
SUPERVISORS

BUSINESS DEVELOPMENT
COORDINATORS

FURTHER STUDY

If you successfully complete this course you may wish to continue your studies at degree level. You may be eligible for credits toward further study. Please ask us for details.

CROWN SMALL BUSINESS ENTREPRENEUR SCHEME

Crown Institute of Studies has always emphasised providing practical vocational knowledge and skills. To extend this further, we have launched the “Crown Small Business Entrepreneur Scheme”. Through a series of seminars, workshops and activities, the scheme will provide eligible students with entrepreneurial ambition the opportunity to acquire practical skills and access a seed fund that will empower them to be successful in the current and future market.

SCHEME AIMS

Enhance students’ knowledge and understanding of current markets

Provide students the opportunity to acquire practical knowledge and skills that will better equip them for employment or business ventures

Offer students the chance and seed fund to enhance and realise their own business plans and gain first-hand experience of entrepreneurship.

SCHEME DETAILS

In Crown’s New Zealand Certificate in Business (Small Business and Administration and Technology Strands) (Level 4), students are required to complete a business plan as one of their assignments, those with potential will be recommended to the scheme’s committee. Ones that are deemed to be feasible by the committee will be invited to join the scheme.

- Business plans that are accepted by the scheme committee will receive a seed fund of up to NZ \$20,000, along with a training workshop and basic administrative support to initiate their businesses.
- The completed business plans will be reviewed by the scheme committee comprised of experienced professionals from various backgrounds in Business, Hospitality and Education.
- Workshops and sharing by professionals to reveal the key concepts, know-hows; financial knowledge and essential skills of refining the business plan.
- Selected students will have 4 weeks to complete their business plans.
- If necessary, consultation sessions will be provided to assist students in completing their business plans.

SEED FUND CONDITIONS

Only those Business Plans deemed feasible by the scheme committee will receive the seed fund. The seed fund provided by CIS is considered as an investment, CIS will be a shareholder of start-ups funded by the scheme under the following conditions:

- A seed fund of up to NZ \$20,000 will be provided.
- CIS will not be the majority share holder under any circumstances.
- The seed fund will equate to a maximum of 20% share.
- CIS will not expect to receive any share dividends in the first 12 months of the start-up.
- After the first 12 months, if the business is profitable, CIS will start to receive its share dividends from the business, which is a maximum of 20% of the profit.
- CIS is eligible to receive up to 150% of the seed fund, after the threshold is reached, CIS will cease to receive any further share dividends from the business and will no longer be considered as shareholder of the business.
- If the business is not making any profit or goes into closure, the seed fund does not need to be returned.
- While CIS does not aim to generate profit from the scheme, it is important for the seed fund to be self-sustainable.

SCHEME COMMITTEE

SEED FUND LEADER

Dr. Josephine Do

*Managing Director,
Crown Institute of Studies*

COMMITTEE SECRETARY

**Business Tutor of Crown
Institute of Studies**

CHAIRPERSON

Mr. Logan Granger

Owner, Johnston Associates

MEMBER

Mr. Troy Huston

Director, Function Staff

MEMBER

Ms. Alan Robertson

Director, Strata Funding Limited

MEMBER

Mr. Donald Reid

Founder, Funding Partners Limited

BUSINESS PLAN

The business plan needs to state clearly the following:

TYPE OF BUSINESS

MISSION AND VISION

TARGET MARKET

POINT OF DIFFERENCE

**ARRANGEMENT OF HUMAN
RESOURCES**

VENDORS AND SUPPLIES REQUIRED

MARKETING & PROMOTIONS PLAN

EXECUTION PLAN

INITIAL BUDGET ALLOCATION

ELIGIBILITY

The scheme will be available to students that have successfully completed and obtained the New Zealand Certificate in Business (Small Business and Administration and Technology Strands) (Level 4) at CIS.

**STUDENTS CAN APPLY FOR THE
SCHEME WITHIN 6 MONTHS OF THEIR
COURSE COMPLETION.**

**APPLICATION IS OPEN THROUGHOUT
THE YEAR.**

**A MAXIMUM OF 2 BUSINESS PLANS
WILL BE FUNDED PER CALENDAR YEAR.**

MASSEY UNIVERSITY STUDY PATHWAYS



Study business at Crown, continue your studies at Massey University

Domestic and international students graduating from Crown's New Zealand Certificate in Business (Level 4) will be eligible for direct entry into year 1 of the following programmes from Massey University:

**BACHELOR OF
BUSINESS**
(ANY MAJOR)

**BACHELOR OF
INFORMATION
SCIENCES**
(ANY MAJOR)

**BACHELOR OF
CONSTRUCTION**
(ANY MAJOR)

That means upon fulfilling the entry requirements for Crown's NZCBL4 and successfully completing it, students are considered to have met both the academic and English requirement of the above mentioned Bachelor programmes, no further English tests are required.

POST STUDY WORK VISA

(up to 3 years)*

Bachelor of Business/
Information Sciences/
Construction (Any major)
Massey University

DIRECT ENTRY TO MASSEY UNIVERSITY

NZ Cert in Business - Level 4
Crown Institute of Studies

Business studies at
Crown for students
that are unable to
achieve University
Entrance

NZ Cert in Business - Level 3
Crown Institute of Studies

English training
by Crown Institute
of Studies to fulfil
entry requirements
of our Level 3 - 5
programmes

IELTS / General English classes
Crown Institute of Studies

*Subject to Immigration policies at the time.

OVERSEAS STUDY PATHWAY

THE CROWN & HANG SENG
UNIVERSITY OF HONG KONG
PATHWAY PROGRAMME

The Hang Seng University of Hong Kong (HSUHK) is a non-profit private liberal-arts-oriented university in Hong Kong with five Schools (Business, Communication, Decision Sciences, Humanities and Social Science, and Translation), offering 17 undergraduate and 5 postgraduate programmes.

Adopting the “Liberal + Professional” education model which incorporates the iGPS “desired graduate attributes” framework, HSUHK is a residential institution which puts quality teaching and students’ all-round development as its highest priorities. Aspiring to be a leading private liberal-arts-oriented university in the region, HSUHK features top-quality faculty members, award-winning green campus facilities, innovative degree programmes, RGC-funded impactful research, and excellent student development/support services, with the aim of nurturing young talent to think critically, be innovative, and show a caring attitude, moral values and social responsibility.



ADMISSION AND SCHOLARSHIPS

Students that have completed our level 5 programmes will be eligible to apply for year 1 of the degree programmes of HSUHK, each application will be reviewed individually. Entrance Scholarships amounting to full and half tuition fees, will be offered by HSUHK on a merit and competitive basis.

Crown will also provide interested students with outstanding academic achievements with scholarships and other support, please contact us for more details.

ADMISSION ENQUIRIES

**REGISTRY, THE HANG SENG
UNIVERSITY OF HONG KONG**

ugadmission@hsu.edu.hk

<https://registry.hsu.edu.hk>

DR. JOSEPHINE DO

Managing Director

Crown Institute of Studies

info@crown.ac.nz



CONTACT US

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