



**CROWN**  
INSTITUTE OF STUDIES  
AUCKLAND • NEW ZEALAND

2018

Course Information  
Booklet



Talk with Crown today!  
Call 0800 357 316 or visit [crown.ac.nz](http://crown.ac.nz)



# Why Crown?

**We've been helping students into great careers for over 45 years! We are a New Zealand-owned family run business and we care about our students' success above all else.**

Take for instance Venus Alviola, who just recently graduated from our New Zealand Certificate in Travel Level 4 to take up a super busy, customer service role at Renaissance Tours as a Turnaround Operations Assistant

**CROWN – YOUR SUCCESS!**

# Contents

## COURSES

New Zealand Certificate in Tourism	6
New Zealand Certificate in Travel	10
Crown Diploma in Tourism & Travel	14
New Zealand certificate in Food & Beverage Service (Cafe & Bar Services)	18
New Zealand Certificate in Accommodation	22
National Diploma in Hospitality Management	26
Crown Certificate in Business Skills	30
New Zealand Diploma in Business	32





# Crown *ruvale* Community

*ofu*

Join a new network when you study at Crown. Make friends from New Zealand and around the world. Your classmate today could be your business partner tomorrow.

*Whanganui*

Your teacher – a friendly guide in the classroom. Your counsellor – advice and assistance at any time. Our Ambassadors – organising fun events and activities.

**CROWN – WITH YOU EVERY STEP OF THE WAY!**

*Gig*



**Our 2018 Student Ambassadors!**

*fami*



# Supporting our Students

Crown supports the free tuition plan for first year tertiary students. But we know that students cannot learn if they are hungry; or if they cannot get to school; or if they cannot afford a uniform or shoes.

So we are doing something to help.

From Feb 2018, all Kiwi students at Crown will eat free with a nourishing meal each school day, free transport to school by bus or train, and their uniform and shoes will be provided at no cost.

**WE CARE, WE TRAIN, WE CONNECT**



NEW ZEALAND CERTIFICATE IN

# Tourism

LEVEL 3

20 WEEKS





“I chose to study at Crown because it has a **welcoming environment** and the tutors and staff are very helpful. If you are struggling with something they listen and help you find solutions to it. One of the main reasons I wanted to study at Crown was that students actually **get a chance to talk one on one with the tutors** and the class sizes are not too big.”

SONIA ALI

Passenger services Ambassador for Menzies Aviation NZ





Adventure

## COURSE LENGTH

**20 Weeks**

2 terms of 10 weeks, plus holiday breaks

## COURSE DATES

12 Feb – 6 Jul 2018	16 Jul – 7 Dec 2018
19 Mar – 17 Aug 2018	20 Aug – 15 Mar 2019
30 Apr – 21 Sep 2018	1 Oct – 18 Apr 2019
5 Jun – 2 Nov 2018	

## COURSE TIMES

**20 Hours per week**

from 9am–1pm OR 1.30pm–5.30pm

## ACHIEVEMENT

- New Zealand Certificate in Tourism **Level 3**
- Strands Tourism and Travel
- 60 Credits

## GRADUATES OF THIS QUALIFICATION WILL BE ABLE TO

- Implement basic customer service skills, applying appropriate communication, literacy and numeracy skills, to enhance the visitor experience
- Apply workplace practices required of an aviation, tourism or travel workplace including: teamwork, timeliness, and compliance with relevant Acts and health and safety legislation
- Apply knowledge of major New Zealand tourism destinations in terms of characteristics relevant to visitors to enhance the visitor experience
- Recognise the importance of the tourism and travel industry to the New Zealand economy

## Employment pathway

Students with this qualification will have the skills and knowledge to work in a variety of entry level roles within Tourism, Travel, or the wider Aviation sector. Please see Further Study to specialise in certain roles.

- **Visitor experience:** Attraction assistants, front office position, ticket sales
- **Travel and Tourism:** Reservation consultant, visitor host, booking assistant, rental vehicle operations, front desk administration, junior consultant in a retail or wholesale travel related business
- **Aviation:** Passenger services

## Domestic entry requirements

You should be 16 years of age or over on the date you start your course. You must attend a personal interview and meet all eligibility criteria (please contact us for details).

## International entry requirements

IELTS 5.0 with no band lower than 5.0, or TOEFL pBT 510, or TOEFL iBT 64 with a writing score of 20.

## Further study

- New Zealand Certificate in Travel **Level 4**
- New Zealand Certificate in Hospitality (Café and Bar Service) **Level 3**
- New Zealand Certificate in Accommodation (Hotel) **Level 3**



NEW ZEALAND CERTIFICATE IN

# Travel

LEVEL 4

20 WEEKS



“I chose Crown as it has the **best facilities** and the course wasn’t too long. I really liked that the classes had a small number of students, which allowed for more **one-on-one time with tutors.**”

ALYSSA RAYNES  
Customer Sales Consultant for Go Holidays



# Travel

## COURSE LENGTH

**20 Weeks**

2 terms of 10 weeks, plus holiday breaks

## COURSE DATES

12 Feb – 6 Jul 2018	16 Jul – 7 Dec 2018
19 Mar – 17 Aug 2018	20 Aug – 15 Mar 2019
30 Apr – 21 Sep 2018	1 Oct – 18 Apr 2019
5 Jun – 2 Nov 2018	

## COURSE TIMES

**20 Hours per week**

from 9am–1pm OR 1.30pm–5.30pm

## ACHIEVEMENT

- New Zealand Certificate in Travel **Level 4**
- 60 Credits

## GRADUATES OF THIS QUALIFICATION WILL BE ABLE TO

- Deliver customer service, product advice, and sales in a travel industry context
- Apply workplace practices required of the travel industry including: self-management, teamwork, and compliance with relevant Acts and legislation
- Apply detailed knowledge of specific travel regions, and a broad operational knowledge of world geography
- Identify and utilise travel business operational systems and processes that enable the delivery of a quality customer experience and contribute to overall business effectiveness

### Employment pathway

Students with this qualification will have the skills and knowledge to work in a variety of entry level roles within Tourism, Travel, or the wider Aviation sector. Roles may include:

- **Visitor experience:** Attraction assistants, front office position, ticket sales
- **Travel and Tourism:** Reservation consultant, visitor host, booking assistant, rental vehicle operations, front desk administration, junior consultant in a retail or wholesale travel related business
- **Aviation:** Passenger services

### Further study

- New Zealand Diploma in Tourism and Travel **Level 5**
- New Zealand Certificate in Hospitality (Café and Bar Service) **Level 3**

### Domestic entry requirements

You should be 16 years of age or over on the date you start your course. You must attend a personal interview and meet all eligibility criteria (please contact us for details). If you have already completed unit standards in travel and tourism please provide us with evidence.

We may be able to cross-credit these to your Crown course.

### International entry requirements

IELTS 5.5 with no band lower than 5, or TOEFL pBT 530 with an essay score of 4.5 TWE, or TOEFL iBT 71 with a writing score of 20.



CROWN DIPLOMA IN

# Tourism & Travel

LEVEL 5

40 WEEKS



THE WORLD  
IN  
MERCATOR'S PROJECTION.





*“I had completed my first year of study for the Crown Certificate in Travel ... I really enjoyed it, so I considered doing the Diploma in Tourism Management at Crown, too. What also attracted me to go back to Crown was **the awesome help I received from the Careers Advisor** both during and after my study.”*

**RENEE BOONEKAMP**

Travel Consultant for Carlson Wagonlit Travel



Travel & Tourism

## COURSE LENGTH

**40 Weeks**

4 terms of 10 weeks, plus holiday breaks

## COURSE DATES

30 Apr – 18 Apr 2019

16 Jul – 5 Jul 2019

1 Oct – 27 Sep 2019

## COURSE TIMES

**20 Hours per week**

from 9am–1pm OR 1.30pm–5.30pm

## ACHIEVEMENT

- **Crown Diploma in Tourism and Travel**
- **120 Credits**

## GRADUATES OF THIS QUALIFICATION WILL BE ABLE TO

- Implement basic customer service skills. Apply effective verbal and written communication skills in order to communicate with diverse audiences in the tourism industry, to proactively support the visitor experience
- Manage workplace practices required of a tourism workplace including: Self-management, effective time and task management, and compliance with relevant Acts and legislation
- Analyse and evaluate local, national and international tourism operating environments in order to support decision-making in the tourism industry
- Develop, analyse and critique tourism business systems and processes that enable the delivery of a quality visitor experience and contribute to overall business effectiveness

### Employment pathway

Students of this qualification will have the skills and knowledge to work in senior positions in the tourism and travel industry. Roles may include tourism operations advisors, business development coordinators, and trade development advisors.

### 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.

### Domestic entry requirements

You should be 17 years of age or over on the date you start your course. You must attend a personal interview and meet all eligibility criteria (please contact us for details). If you have already completed study in travel and tourism please provide us with evidence. We may be able to cross-credit these to your Crown course. Previous travel and tourism work experience is preferred but is not essential.

### International entry requirements

IELTS 5.5 with no band lower than 5, or TOEFL pBT 530 with an essay score of 4.5 TWE, or TOEFL iBT 71 with a writing score of 20 or Crown entry test.

NEW ZEALAND CERTIFICATE IN

# Food & Beverage Service

(Café & Bar Services)

LEVEL 3

20 WEEKS





“I grew up in a hospitality environment in Ruatoria, (Gisborne) and I knew that I wanted to pursue a career in the hospitality industry and get the qualifications to match. I found that **the course covered many areas of the hospitality** industry like beverage service, functions, alcohol, customer service and much more.”

**PAULA LOW**  
Barista for The Admiral, Perth, Australia





Food & Beverage Service

## COURSE LENGTH

**20 Weeks**

2 terms of 10 weeks, plus holiday breaks

## COURSE DATES

12 Feb – 6 Jul 2018

16 Jul – 7 Dec 2018

3 Apr – 31 Aug 2018

03 Sep – 29 Mar 2019

30 Apr – 21 Sep 2018

1 Oct – 18 Apr 2019

18 Jun – 16 Nov 2018

## COURSE TIMES

**20 Hours per week**

from 9am–1pm OR 1.30pm–5.30pm

## ACHIEVEMENT

- **New Zealand Certificate in Food and Beverage Service Level 3**
- **City and Guilds (London) International Diploma of Food and Beverage Service**  
(International Qualification)
- **Licence Controller Qualification**
- **60 Credits**
- **Food Safety Certificate**

## GRADUATES OF THIS QUALIFICATION WILL BE ABLE TO

- Apply health and safety, food safety and security practices to ensure own safety and minimize potential hazards when serving customers
- Communicate effectively when serving customers and behave in a professional manner with colleagues, managers and customers
- Follow standard operating procedures to deal with familiar problems in a hospitality establishment

### Employment pathway

Service personnel in cafés and unlicensed restaurants, bars or clubs, restaurants, or baristas in hospitality establishments.

### Further study

- New Zealand Certificate in Accommodation (Reception) **Level 3**
- National Diploma in Hospitality Management **Level 5**
- New Zealand Certificate in Tourism and Travel **Level 3**

### Domestic entry requirements

You should be 18 years of age or over on the date you start your course. You must attend a personal interview and meet all eligibility criteria (please contact us for details).

### International entry requirements

ELTS 5.0 with no band lower than 5.0, or TOEFL pBT 510, or TOEFL iBT 64 with a writing score of 20 or Crown entry test.

NEW ZEALAND CERTIFICATE IN

# Accommodation

LEVEL 3

14 WEEKS

PASSPORT



“I chose to study at Crown because it has a **welcoming environment** and the tutors and staff are very helpful. If you are struggling with something they listen and help you find solutions to it. One of the main reasons I wanted to study at Crown was that students actually **get a chance to talk one on one with the tutors** and the class sizes are not too big.”

RACHEL KIM

Passenger services Ambassador for Menzies Aviation NZ



Accommodation



## COURSE LENGTH

14 Weeks

## COURSE DATES

26 Mar – 29 Jun 2018

16 Jul – 19 Oct 2018

23 Oct – 29 Mar 2019

## COURSE TIMES

20 Hours per week

from 9am–1pm OR 1.30pm–5.30pm

## ACHIEVEMENT

- New Zealand Certificate in Accommodation **Level 3**
- Strands in Reception Services
- City and Guilds (London) Diploma of Reception Operations Service (International Qualification)
- 40 Credits

## GRADUATES OF THIS QUALIFICATION WILL BE ABLE TO

- Implement basic customer service skills, applying appropriate communication, literacy and numeracy
- Apply health, safety and security practices to ensure own safety and minimise potential hazards for guests
- Communicate effectively and behave in a professional manner with colleagues, managers and guests
- Follow standard operating procedures to deal with familiar problems in a hospitality establishment
- Provide arrival and departure reception services in a commercial hospitality establishment

### Employment pathway

Students with this qualification will have the skills and knowledge to work in a variety of roles including hotel front desk, concierge, reservation consultant, booking assistant, front desk administration.

### Further study

- New Zealand Certificate in Food & Beverage (Café and Bar Service) **Level 3**
- National Diploma in Hospitality Management **Level 5**
- New Zealand Certificate in Tourism and Travel **Level 3**

### Domestic entry requirements

You should be 16 years of age or over on the date you start your course. You must attend a personal interview and meet all eligibility criteria (please contact us for details).

### International entry requirements

IELTS 5.0 with no band lower than 5.0, or TOEFL pBT 510, or TOEFL iBT 64 with a writing score of 20 or Crown entry test.

NATIONAL DIPLOMA IN

# Hospitality Management

LEVEL 5

2 YEARS



“The courses at Crown sounded fantastic and also *provided opportunities for me to gain recognised qualifications.* Also, I was attracted to Crown as it’s a relatively small establishment, which provides you with *more one-on-one time with the tutors,* and you are more acknowledged as an individual student.”

NIKKI MOORE  
Nomads Backpackers



# Hospitality Management



## COURSE LENGTH

**2 years (72 weeks)**

6 terms of 12 weeks, plus holiday breaks

You may be able to complete your diploma in less than 72 weeks. Please ask for details.

## ACHIEVEMENT

- National Diploma in Hospitality Management **Level 5**
- New Zealand Certificate in Accommodation (Hotel) **Level 3**
- City & Guilds (London) Diploma in Reception Operations and Services (internationally recognised)
- Licence Controller Qualification
- 240 Credits

## COURSE TIMES

**Hospitality Units (25 hours per week)**

from 9am—1pm Monday to Friday

**Business Papers (21 hours per week)**

Monday to Thursday: from 9am—1pm

or 1.30pm—5.30pm.

Friday: from 10.30am—4pm

## Employment pathway

Students with this qualification will have the skills and knowledge to work in a variety of roles including hotel front desk, concierge, reservation consultant, booking assistant, front desk administration.

## 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 for details.

## COURSE SUMMARY

The National Diploma in Hospitality Management is a widely recognised and highly regarded qualification, not just in New Zealand, but overseas as well.

Crown Institute has been offering the course for over twelve years now and we've seen hundreds of graduates gain exciting jobs in a variety of different areas in the hospitality industry.

## Domestic entry requirements

You should be 17 years of age or over on the date you start your course. You must attend a personal interview and meet all eligibility criteria (please contact us for details). Previous hospitality work experience is preferred but is not essential. If you have already completed unit standards in hospitality please provide us with evidence.

We may be able to cross-credit these to your Crown course.

## International entry requirements

IELTS 5.5 with no band lower than 5, or TOEFL pBT 530 with an essay score of 4.5 TWE, or TOEFL iBT 71 with a writing score of 20 Crown entry test.

CROWN CERTIFICATE IN

# Business Skills

LEVEL 3

14 WEEKS

## COURSE LENGTH

**14 Weeks**

## COURSE DATES

7 Feb – 11 May 2018	9 Jul – 19 Oct 2018
26 Feb – 8 Jun 2018	30 Jul – 9 Nov 2018
26 Mar – 6 Jul 2018	3 Sep – 7 Dec 2018
16 Apr – 27 Jul 2018	24 Sep – 1 Mar 2019
21 May – 24 Aug 2018	23 Oct – 29 Mar 2019
11 Jun – 21 Sep 2018	12 Nov – 19 Apr 2019

## COURSE TIMES

**20 Hours per week**  
from 9am–1pm OR 1.30pm–5.30pm

## ACHIEVEMENT

- **Crown Certificate in Business Skills**
- **53 Credits**

## COURSE SUMMARY

This qualification aims to equip students with the desired skills to operate a small business enterprise. The modules cover the various facets of business management from human resource management, marketing activities, financial management, as well as leadership and communication skills.

### Further study

If you pass this course and you have the required English level, you may wish to work towards your New Zealand Diploma in Business by enrolling in CI 335/6/7 NZ Diploma in Business (First Year Papers).

### Domestic entry requirements

You should be 16 years of age or over on the date you start your course.

You must attend a personal interview and meet all eligibility criteria (please contact us for details).

### International entry requirements

IELTS 5.0 or TOEIC 550 or Crown Entry test

NEW ZEALAND DIPLOMA IN

# Business

LEVEL 6

2 YEARS





"I wanted to do a Business course but didn't want to commit to a three-year degree straight away in case I found myself wanting to change direction in my studies. **The course length suited me and the small class sizes allow students to get extra help from tutors** that you wouldn't get at a university. The individual papers looked good for the career path I wanted to take as well. **Crown has a good reputation and the central location was great. All the staff members were approachable, knowledgeable and helpful and the student services were great too.**"

**TAYLA PEREZ**

Clerical Support Officer at Legal Aid Services



Scalpers

## COURSE LENGTH

**2 years (72 weeks)**

6 terms of 12 weeks, plus holiday breaks

You may be able to complete your diploma in less than 72 weeks. Please ask for details.

## ACHIEVEMENT

- New Zealand Diploma in Business (NZDipBus) **Level 6**
- 240 Credits

## COURSE TIMES

**21 hours per week**

Monday to Thursday:

from 9am—1pm or 1.30pm—5.30pm

Friday: from 9am—2.30pm

## Further study

**Cross-credits from your Crown NZ Diploma in Business to other university and polytechnic degrees.**

You may cross-credit your New Zealand Diploma in Business (NZDipBus) towards a business degree at other New Zealand universities or polytechnics. The following Auckland institutions recognise the NZ Diploma in Business; please check their websites for cross-credit details:

- The University of Auckland  
[auckland.ac.nz](http://auckland.ac.nz)
- Auckland University of Technology (AUT)  
[aut.ac.nz](http://aut.ac.nz)
- Massey University  
[massey.ac.nz](http://massey.ac.nz)

## International entry requirements

IELTS 6.0 with no band lower than 5.5, or TOEFL pBT 550 with an essay score of 5 TWE, or TOEFL iBT 79 with a writing score of 20.

## COURSE SUMMARY

The New Zealand Diploma in Business (NZDipBus) is a national business qualification which covers a broad range of business disciplines and is well recognised by employers. The New Zealand Diploma in Business may also provide a pathway to university degree courses with a number of universities awarding a considerable number of cross-credits.

## Domestic entry requirements

If you are less than 20 years old you must have the following credits and attend a personal interview. You may need to provide your school report and/or current resume. A minimum of 14 numeracy credits at level 1 or higher in Mathematics or Pangarau on the National Qualifications Framework; and fifty credits at level 2 or above with at least 12 credits in each of three subjects including a minimum of 8 literacy credits at level 2 or higher in English or Te Reo Maori; 4 credits must be in reading and 4 credits must be in writing. The literacy credits will be selected from a schedule of approved achievement standards and unit standards. The schedule may be found on the NZQA website at: Literacy requirements for University Entrance or equivalent to the above.

If you are 20 years of age or over, you must pass the Crown entry test and attend a personal interview. You may need to provide your current resume.

# University links

from the  
New Zealand  
Diploma of Business

## MASSEY GATEWAY

Unilink Gateway: This pathway allows you to enter Year 1 of the Massey University BBS degree. You must complete at least four Crown NZ Dip.Bus papers, with a minimum B grade pass mark in each paper.

If you have completed the NZ Dip.Bus with a B grade average you will gain entry with up to 45 points of credit towards the BBIM, Bcom or BProp degree, based on a B grade in approved courses. With less than a B grade average you will be considered for entry but will not be eligible for credit. Eligibility is assessed on a case-by-case basis.

## AUT

If you have completed the NZDip.Bus (twelve papers) or have an incomplete NZDip.Bus with a pass in a minimum of six papers you may be eligible for entry to AUT. Eligibility is assessed on a case-by-case basis.

## UNIVERSITY OF AUCKLAND

If you have completed the NZ Dip.Bus with a B grade average you will gain entry with up to 45 points of credit towards the BBIM, Bcom or BProp degree, based on a B grade in approved courses. With less than a B grade average you will be considered for entry but will not be eligible for credit. Eligibility is assessed on a case-by-case basis.

Please ask the institute  
if you would like more  
information.







**WYNDHAM**  
HOTEL GROUP

# Crown & Ramada

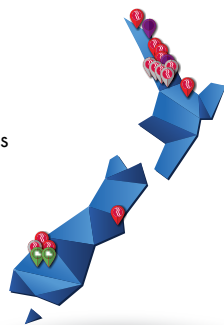
## A New Partnership!

**Marsden Associates Management 2012 Ltd.**  
**Brands: Ramada & Wyndham Garden Hotels**  
**New Zealand Wide.**

**Wyndham is one of the world's foremost international accommodation groups, with more than 8,000 properties across 73 countries.**

It is also expanding in New Zealand, with hotels in Auckland, Queenstown and other centres.

Among other benefits, the partnership with Crown will create a real-world hospitality learning environment, internships for students at Ramada Hotels, and exciting employment opportunities throughout the world.



# Study & Work

New from Crown Institute – Study and Work!  
Study for 20 weeks or more at Crown and we will enrol you in this exciting new course – free of charge.

## What is Study & work

- Study and Work is an optional service available to students who pass their first term of study and achieve 80% attendance
- You will learn the skills needed by the companies who will hire you after you graduate. You work and earn money during your course
- You attend Study and Work alongside your travel & tourism, hospitality or business diploma or certificate
- Study and Work has been designed with the help of employers, recruitment agents, school teachers and careers advisors

## What is included with Study & Work

- Free professional training in employment skills and customer service from Function Staff, our Study and Work partners
- Guaranteed paid employment with Function Staff during your course
- Free 1–1 CV preparation, career advice and interview skills with Crown's employment team



## Terms and Conditions

- Must be enrolled for 20 40 or 72 weeks
- Must pass term 1 of your course
- Attendance must be 80% or higher
- Minimum two placements per term will be offered – it will be at Function Staff's discretion to offer you more placements
- Starting at minimum wage – it will be at function staffs discretion to review your pay
- A standard reference will be included at the end of your program
- Certificate on completion
- Students must attend all Study and Work orientation, Function Staff interview/induction, grooming and CV sessions
- Function Staff have the right to terminate Study and Work for an individual student for one term for gross misconduct on the job
- If a student already has a job they do not have to enrol in the program



# Transforming Lives Through Education

**CROWN**  
INSTITUTE OF STUDIES

0800 357 316 • +64 9 357 3191 • [crown.ac.nz](http://crown.ac.nz) • [info@crown.ac.nz](mailto:info@crown.ac.nz)  
80 Anzac Avenue, Auckland 1010 • PO Box 1094, Auckland 1140

