

WELCOME TO ITC HOUSE!

On 18th August we packed our bags, books and everything else we could find and made the move to our lovely new campus at 9 City Road, Auckland.

After seven years in Reid House it was a fond farewell to our old building where we have trained more than 1,000 students—most of whom are now working in the travel and tourism industry here and overseas.

But no looking back because ITC House (yes, named after us!) is a great building in an excellent location, and designed specifically for our needs. With the top two floors of the building occupied by ITC we enjoy great views from every room, and our outdoor decks, equipped with sun umbrellas and café tables, make a great spot for morning tea or lunch.

Students now enjoy e mailing and web surfing on the internet from Cyberworld and the open-access internet areas with Viewsonic flat screen monitors, and a range of training rooms and computer labs that are spacious and comfortable to work in. The student lounge overlooks the city towards the harbour, and we can watch the sky jumpers leaping off the Sky Tower if we want to look!

Special thanks to the owners of the building from the McLeod Group, and the project manager, Brent Thompson, who have done a great job at providing us with a lovely new campus. Call in for a coffee and a tour or check us out at www.itc.co.nz



ITC House at 9 City Road, Auckland

PEOPLE ON THE MOVE**Recent ITC College graduates job successes:**

Tejpal Singh	Tourism Auckland	Frances Bennett	Go Holidays	Kylie Malam	Heritage
Qing Xiong	Worldway Travel	Nicky Rahmancejad	Spencer on Byron Hotel	Katrina Krishna	Novotel, Ellerslie
Faymie Li	Pacific Delight	Sa Va'aelua	City Life Hotel	Das Prasenjit	Stars Travel, Sydney
Betty Salu	World Aviation	Neepea Dasadia	Pacific Delight	Andrea Williams	Millennium Cophorne Hotels
Kiana Shademan	Smart Travel Solutions	Johnson Yang	Sky City	Hayley Hillgrove	Thrifty Car Rental
Eseta Duricic	World Aviation	Maggie Li	AVIS Car Rental	Nigel Probst	STA Travel
Nanditha Chettur	Freedom Air	Epenesa Lama	Travel Centre, Hastings	Claire Barbier	Go Holidays
Sonali Bonsod	Planet Earth	Achal Narayan	Fullers	Mary Fuiono	Smart Travel Solutions
Kerry Leigh Williams	AIM Holidays	Evaschal Moodley	Tourmasters	Courtney Standing	National Car Rentals

18224 DAYS ARE A HUGE HIT WITH SCHOOL STUDENTS!



Waitakere College students on their 18224 Day

A recent series of school visits into the College has provided Michelle Chatfield, Schools & Industry Liaison Advisor, with an enduring passion for team building, paper cups, straws and the fun of building 'resorts' of the future!

"We give students a taste of tertiary life and provide them with the opportunity to achieve an NZQA unit standard (number 18224) which builds team skills in the tourism and travel industries. We've had a lot of fun with the school students" said Michelle, "I'm so impressed with their focus and levels of creativity, and the results are outstanding!"

These **Big Day Out** events, organised and facilitated by Michelle, are part of a portfolio of support services available to secondary schools who offer travel and tourism studies.

So what do teachers and students think so far?... "My students loved the day. It was fun, educational and provided them with valuable information about job prospects in the industry. " said Mike Cowie from Rodney College. "Michelle opened their eyes to the possibilities of studying at tertiary level."

"One, two, three TEAM!" the girls from Waitakere College were still echoing at the recent Auckland Careers Expo when they saw me!" said ITC's Michelle Chatfield. "The students remember it months later—must be a good sign!"

"I love hosting these days, it is amazing to witness how much the students learn and have developed by the time we come to the assessment at the end of the day. The day is hands-on and teaches students skills that are important in our industry".

To find out more about the 'Big Day Out' call Michelle Chatfield on 373 5510 or email michelle@itc.co.nz

SECONDARY SCHOOLS VIEWPOINT ON ITC

The International Travel College of New Zealand continues building links with secondary schools in the provision of support resources for travel and tourism studies. The resources, introduced earlier this year, have been well received by more than 30 schools, and are proving to be a great success with teachers of tourism units. "The resources meet national standards and ensure students receive a credible qualification" says **Louise Stickland**.

Louise is **Head of the Travel and Tourism Department** at **Selwyn College** in Auckland. "The ITC resources have substance and are user-friendly."

In the past Louise has used other teaching resources, but found students completed them quickly and were left unchallenged. In contrast Louise believes ITC resources are motivating and challenging, but also cater for her students' needs. The resources combine practical activities with theoretical knowledge relevant to the industry.

Student comments reflect the common classroom attitude. One student says the bite-sized assessments are 'cool'! Another enjoys the independent research required. "The information in the workbooks is relevant to what we are learning about, and written so that it is clear and easy to understand. The pictures help to break up the text."

Louise began working with ITC in 1999 and has enjoyed both the support resources and the chance to visit the College with her secondary school students. This year her travel and tourism students will also attend ITC's innovative '**Big Day Out**'.

ITC Schools & Industry Liaison Advisor Michelle Chatfield supports secondary school travel and tourism teachers both in the College and out in the schools, and is a great source of information for school staff and students. "Michelle has an extensive knowledge of the industry and relates well to the students." says Louise, "She also provides an alternative viewpoint., and the overall picture is that I love working with ITC! For me it has transformed teaching travel and tourism in the classroom."

Like to know more? Call Michelle on 09 373 5510 or e mail michelle@itc.co.nz to find out more about ITC teaching resources or guest speaking options.

ITC INDUSTRY EXPO DAY

The 2003 ITC Industry Expo – where the employers come to the students!!

The annual ITC Industry Expo is a great opportunity for students to meet with representatives from New Zealand's travel and tourism industry and this year's Expo was a huge success!

For one day each year, the College is transformed into an Expo site and companies representing all sectors of the travel industry are invited to showcase their product to ITC students.

Students hear first hand product information from current industry professionals. Presenters at this year's expo covered all sectors of the industry from hotels to airlines, from tour companies to adrenalin activity operators.

"It helps students to realize the direct relevance of their learning with the industry. It's great that these presenters can reinforce the messages we give our students everyday about success in the industry" said Gayle Murphy, organizer of the Expo.

We were delighted to be able to invite eight ITC graduates to be guest presenters at this years' Expo. Amongst them was Craig Tribe, now working with Auckland Bridge Climb as a Climb Leader.

When asked what he thought about the Expo, Craig said "I think it's a great opportunity that students get a bit of a taste of tourism operations from an outside



perspective. I love doing the Expo!" (we love having you join us, Craig!!)

And what did ITC students think of the day?

"I was very pleased to see a lot of ex-ITC students working for such different companies" said one student, "It offered a complete range of things to do after our course – Thanks ITC!"

"You should definitely keep the Expo going, it gives us an idea of what we can choose from." said another.

And we intend to! See you all again next year...

ATTTO SCHOLARSHIPS FOR ITC STUDENTS



ITC ATTTO Scholarship recipients
Mark and Victoria
To apply for the 2004 scholarships check out the
ATTTO website www.attto.org.co.nz

ITC students Victoria White and Mark Kitchingman were presented with a scholarship worth \$3000.00 each from the Aviation, Travel and Tourism Training Organisation, and presented at a special event held earlier this year in Wellington.

Victoria and Mark each worked hard to submit their applications, which included evidence of their desire to study travel and tourism, together with a 500 word career path essay.

There was stiff competition amongst the students of the providers of Travel and Tourism training within New Zealand. Victoria and Mark swept the board (well almost!) securing two of the three travel scholarships awarded!

Well done to Victoria and Mark— a well deserved result! They are both studying on the ITC Diploma in Travel, Tourism and Information Technology, and have enjoyed it so much they have both extended their course to the Advanced Diploma.

Both Victoria and Mark look set for a great career in these exciting industries and their positive attitudes and initiative will be much sought after by industry employers.

For information on 2004 ATTTO Scholarships visit their website www.attto.org.nz

ITC STUDENTS WITH GET-UP AND GO !!

Jong Hee Yim and Sen Hoang, ITC graduates, are busy using the skills they acquired on their ITC Diploma Course as Travel Consultants at Go Travel Holdings.

Their roles involve taking care of clients travel arrangements, issuing air tickets, travel vouchers, accommodation and itinerary details and finalising the complete travel package. These are busy and demanding roles, and Jong Hee and Sen are enjoying the challenge of their new jobs working for one of New Zealand's leading outbound tour operators.

"ITC really helped me to prepare for my New Zealand travel career" said Sen, who had previous travel industry experience overseas. "I learnt such a lot about New Zealand during my studies, so I feel more confident when selling products. I have also gained excellent computer skills which are essential in the travel industry."

"I really love my College and all the tutors!" said Jong, "They helped me a lot and gave me the chance to work here. I love everyone in the school and I'll never forget them!" What a great reference!

Jong and Sen are great examples of international students achieving success in New Zealand, and we heard recently from a graduate of several years ago who has founded his own travel company and is now turning to ITC for his staff requirements. "I believe that students from ITC are knowledgeable and skilful. They have people skills, computer skills and a good knowledge of travel and tourism in New Zealand," said Stanley Hua, executive Director of Go Travel Holdings.

For help with your recruitment needs, or information on how you can succeed in gaining valuable qualifications to prepare you for a new career in the airline, travel or tourism industries, contact us on college@itc.co.nz or call 0800 868 747.



ITC graduates Jong Hee Yim and Sen Hoang working at the busy office of Go Travel Holdings.

WORK AND PLAY AT THE VIADUCT!



Rachel and Tanya
ITC graduates working at
Tourism Auckland

ITC graduates Rachel and Tanya are loving life—and their jobs with Tourism Auckland working at the Visitor Information Centre at the Viaduct Harbour.

Rachel Turpin is the Sales Representative for Tourism Auckland's Visitor Information Centres, and has an interesting role which includes running information evenings, organising supplier promotions and newsletters and assisting with brochure co-ordination in the centres.

"I love meeting so many people and having the opportunity to be creative in my work." said Rachel. "I'd always had a dream to work in the travel industry, and the ITC course helped me to realise those dreams. I feel really lucky!"

Tanya Openshaw finished her Advanced Diploma and was employed immediately at Tourism Auckland in a front-line customer service role. Her job is varied and no two days are the same! The role involves dealing direct with travellers from all over the world who are visiting New Zealand. Clients ask about transport, air travel, tourism attractions and activities, and a million other things!

"The job is challenging, and there's a lot of product knowledge to learn. You need good computing skills and lots of confidence, and the ITC course really helped with that! ITC referred me for this vacancy, and I am really enjoying it!"

It's like a student reunion at Tourism Auckland, with six ITC graduates working for them in the different visitor centres around the city and at the airport.

"If we have a vacancy ITC know our needs and are likely to find the right person for the job." said Fiona Cameron, the General Manager of Commercial Operations at Tourism Auckland. "Our visitor centres deal with anyone from backpackers to luxury lodgers. ITC students have a good understanding of the industry and relationships. They are willing, pleasant and have get up and go."

WHAT DO INDUSTRY EMPLOYERS REALLY WANT?!

Every year we ask Travel and Tourism employers what they are looking for when they recruit staff, what skills and qualifications are important to them, and what attributes they need.

You'll be surprised to learn that the answer has changed little over the years! "Passion for the Industry, a positive attitude, a recognised industry qualification, and an enthusiastic approach to work and life!"

This important feedback is fundamental to our curriculum planning, and confirms our own commitment to helping our students to develop not only the skills, but the right attitudes that will ensure their success in the workplace.



Fortunately for our students we are also passionate about our industry, and as we specialise exclusively in travel and tourism training we can act on industry feedback regarding their employment needs.

"We are focused on achieving the joint goals of ensuring that ITC students have the right qualification and attributes needed to get them started in their travel and tourism career." said Karen Houston, College Director, "As a former industry employer myself I know only too well how important it is to recruit the right staff, and we work hard in the personal development and customer handling skills of our students."

Recent interviews with tourism employers provided us with some honest feedback on our results! Lynne Chatfield, Central Reservations Manager at the Heritage Hotel Group in Auckland is a busy employer who has several ITC students in her team. "What makes ITC a good source of new recruits?" we asked.

"Having a 'finger on the pulse' and being at the 'cutting edge' of the travel and tourism industry. They know what we're looking for, and the general calibre of the ITC students is exceptional. Their maturity level is something that really stands out."

Heritage Hotels, incorporating Citylife Hotels, has seven hotels nationwide and has one of the largest hotel room inventories in Auckland. Each hotel around the country is individual in regards to room types and ongoing staff training takes place with staff sent on a hotel familiarisation trip after joining the company.

Lynne describes how ITC graduate Carmel Hughes, now a Group Supervisor of Heritage Hotels in Auckland, coped with her first week at work as a reservations sales agent. "Central reservations is quite high pressure. The phones are always ringing and people calling expect the person answering to know everything. Carmel did not let this fluster her. It takes maturity to deal with that."

Interest in the tourism industry is one of the main criteria Lynne looks for when employing staff and she has discovered ITC graduates have a passion that shines through. Furthermore ITC keeps in touch with graduates to see how they are coping in the workplace. Lynne says that from her experience ITC graduates have initiative and are confident decision-makers. "This is great for me as a manager as I can leave them to it."



Sally, Angela and Carmel—all ex ITC students working with Heritage Hotels

As an advisory member on the ITC board Lynne is insightful to ITC's programmes. "The courses are geared towards travel and tourism work which is an intricate part of hotel business. They cover everything from reservations systems to dealing with travel operators. This is great grounding for someone coming into a department such as mine."

Lynne describes her partnership with ITC as that of a support person.

"I give feedback about what is happening in the hotel industry and am there as a sounding board in regards to what the courses offer students."

For Lynne the scheduled Industry Days at the college are particularly beneficial. Held in June, students meet and discuss with people from the diverse travel and tourism industries. Lynne says when she is looking for new employees ITC is her first port of call. "From a staffing perspective I recommend ITC graduates for their maturity and their ability to adapt to any situation they find themselves in."

INTRODUCING LEANN ALLSOP CAREERS TUTOR EXTRAORDINAIRE!

Leann has been with ITC for almost five years, working as a tutor in the travel and tourism area. Known for her bubbly personality, unfailing smile and positive attitude, Leann is a real gem! With a background in retail travel Leann has specialised in the nitty-gritty detail of the technical skills associated with travel agency work, and with almost half of ITC graduates starting their career in retail travel positions Leann's expertise has been invaluable to them.



"I loved teaching fares and ticketing classes" says Leann, "It's detailed work and needs lots of concentration, but I love it when students understand what we're doing, and why!" Leann's success rate with these classes is proof of her skill in teaching this tricky subject, but when an opportunity to move into a new role came along Leann jumped at the chance.

"I've always been interested in helping the students towards the end of their courses, and missed some of my contact with industry colleagues while I was tutoring. This new role involves networking with employers and students, and is a chance to use my knowledge to help direct the right students into the right jobs. I get enormous job satisfaction from seeing students success in joining the industry, and when I hear how well they are doing, or how much they are enjoying their job, I know we've also been successful!"

Outside of ITC Leann has a busy life with husband Tony and their two children Michael and Jessica and their recent move into the country means that talk of lambs, chickens and goats is now the order of the day!

If you're a former student of ITC and want help with your career plans, or you're an employer seeking staff, call Leann on **(09) 373 5510**. She will be happy to help!

2004 SCHOOL SCHOLARSHIP PROGRAMME

Would you like to have \$2000 taken off your course fees?? Then read on! Entries for the 2004 ITC School Scholarships are now open! This programme, now in its 4th year, offers school students the chance to get ahead in Airline, Travel and Tourism training. Scholarship places are available to students who have studied , or are studying travel and tourism or geography in Year 12 or 13.

If you have an interest in getting into the exciting world of travel and tourism, then we want to hear from you! The entry process is simple; tell us in no more than 500 words why you'd like to study travel and tourism. So don't delay contact us and apply as soon as possible!!

Full entry details are available on the School Site of our website: www.itc.co.nz

2004 ENROLMENTS OPEN NOW

Our 2004 prospectus is now available, and enrolments are being taken for courses starting from January onwards.

- Exciting new developments include the University of Cambridge Travel & Tourism and IT Career Awards, - a unique opportunity for students to gain prestigious qualifications recognised globally.
- Computing modules from the Microsoft Office Specialist programme and Internet and core computing certification (IC3) are included on all courses.
- Course fees are significantly reduced, offering even better value than ever before, with a 24 week course now from only \$3720!

Call now on 0800 868 747 for further details or check the website on: www.itc.co.nz

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