



Getting off to a great start

JUCY Rentals is one of Australasia's fastest growing independent car rental companies. The International Travel College of New Zealand (ITC) has been working with JUCY to place students in part-time work while they study.

Established in 2001 by brothers Tim and Dan Alpe, JUCY Rentals operates over 2000 late-model vehicles throughout New Zealand and Australia and has just opened its first JUCY Hotel in Auckland.

As market leaders in the New Zealand car rental industry, JUCY's vehicles range from cheap and cheerful runabouts suitable for backpackers and budget customers, to luxury full-size sedans, with a few soccer-team-movers thrown in for good measure.

Working with ITC, a premium supplier of full-time and part-time training programmes for the airline, travel and tourism industries for over 15 years, to give student's real-world experience has made things much easier as an employer, says JUCY's Maree Street. "We know that the quality of their candidates is always of a high standard, so half our interview work is done for us."

Two recent student placements, Daniel and Zoey, have proven the value of the connection for both JUCY and ITC's students.

"Dan was a perfect fit for JUCY," says Maree. "As soon as I met him, he came across with a very genuine, bubbly, laid back personality: I knew he would slot right in at JUCY! We attribute our success to the calibre of the people we employ, and we're always on the lookout for young, enthusiastic people like Dan to ensure that all our customers get that JUCY experience!"

"Zoey came across as very confident in her interview: she was bubbly, friendly and approachable, and this is what JUCY is looking for in a great customer service rep who will be dealing with a range of customers from all over the world. For JUCY, having Zoey on board means our customers are going to be starting their journey on the right note!"

"We are really proud of both these students," says ITC's Sales Executive Ceri Jenkins. "They've worked hard to incorporate everything they are learning at ITC about being successful in their chosen field. We value our industry connections, and it is initiatives like this that prove that we are getting it right for the college, its students, and New Zealand's travel and tourism businesses."



Airport Training in CITY

The International Travel College of New Zealand (ITC) has just opened a brand new Airport Training Centre at its City Campus. The centre will be the second of its kind in the country, the first having opened at ITC's Botany Campus in 2009.

ITC, a premium supplier in the airline, airport and travel and tourism industries, recently won the award for innovation at the New Zealand Tourism Awards.

"We know our Airport Training Centre, where we run our Certificate in Aviation, was a real contributing factor in that," says ITC's Marketing Director Claire Huxley. "We are always seeking innovative ways to provide our students with real-life experience, and the practical nature of the course, which focuses on careers with an airline, airport or ground-handling agent, means that our graduates ready to work in their chosen fields."

The facilities are certainly something special - ITC's huge airport training centres simulate real-world airports, including check in, customs, gate lounges, and even planes where students are trained in all aspects of in-flight service.

The Certificate in Aviation course also incorporates the CODECO online check in system, currently used by 52 airlines worldwide. Students are trained to handle the stages before and during check in, check in variations and irregularities, and gate handling. Other specialist units include dealing with dangerous goods, aviation security and baggage processing.

"I am learning so much about the travel industry," student Alison Harris says. "This course is grooming me for a job at the airport."

There is a real confidence when you speak to the Certificate of Aviation students - they know this is the right place for them to be. Student Helen says that after a visit to the airport "and having the staff members of Menzies Aviation comment on how everything we are learning here is relevant to a future job at the airport, it made me feel proud to have chosen to do this course and know that we are learning the right things to gain our future dream jobs."



Both ITC's Botany and City Campuses have some spaces for 2011.

Who I saw at the airport

Late last year I travelled to Europe on Singapore Airlines. Menzies Aviation looks after the check-in for that airline at Auckland International Airport. When I arrived, they were training two ITC graduates, one from our City campus and one from our Botany campus.

Fouvale Iva completed my check-in without a hitch, and also did a great job at the boarding gate. It was great to see our ITC graduates in action!

She and her colleagues were flat out with the busy flight, so I only had the opportunity to say: "Doing a great job!" before I left them to their training.

Many new employees at Menzies have come from ITC, and we've had lots of positive feedback from them about how job-ready our graduates are from their very first day.

Because our training is really comprehensive, our graduates are ready to hit the ground running. Our Airport Training Centres, which simulate real-world airports, have given our students a real confidence that when they get a job they will already be familiar with the systems and processes they will be using. Watching Fouvale and her colleague at work showed me that it all pays off!

My trip to Europe was great, and I enjoyed catching up with family and friends. I even got to catch up with some friends from high school, whom I hadn't seen since then.

The Singapore Airlines flight I was on for my return to New Zealand arrived just before midnight. I didn't envy those people at customs and other parts of the airport that had to work at that time of the night. Luckily that's the last flight, so hopefully they were able to go home afterwards and enjoy a good night's sleep. I know I did!

Carla Sutton
Distance Learning Tutor



Students at The Museum

The International Travel College of New Zealand (ITC) has formed a strong industry link with Auckland War Memorial Museum to help students gain practical experience in the areas of sales, marketing, and account or relationship management.

ITC's Sales Executive Ceri Jenkins has been working with Auckland Museum's Tourism Manager Adam Taylor to place students in volunteer positions. They have created a programme that will see students keeping the museum's agents up to date with events and activities.

"The students will be representing the Museum every month by visiting the hotels, motels, backpackers, I-sites, language schools and other tourism operators" says Adam.

"The museum's staff has placed a great degree of trust in our students and in our ability to train them well for these kinds of roles," says Ceri.

And the students are already validating that level of trust. They visited Daniel King, Auckland shop manager for Stray, Spaceships Global, and Adventure Tours NZ and OZ. Daniel emailed the museum "Just to let you know we have your brochures in my shop, also we got some new stuff from your charming assistants. They just came into the shop and they were awesome! You did well to find them."

"You can't ask for better than that!" says Ceri.

The museum's staff was so impressed with the standard of ITC's training that it decided to use ITC as its only source of candidates for ten part-time positions in its two onsite retail outlets.

Jude Bottomley, the museum's retail operations manager says, "Many thanks to you and your team for the outstanding group of young people, who will be great ambassadors not only for ITC, but also for the Museum. I wish each and every one of them the very best for future."

And the future looks bright for the ten selected students. If they impress during their part-time roles, they could very well land themselves full-time positions at the museum. They will also be building valuable relationship networks throughout Auckland's tourism industry.

"We are delighted to have developed this strong working relationship with the museum and thank them for their support of the college and our students," says Ceri.

