



## ITC in the Top 10

The International Travel College of New Zealand (ITC) has been named a 2011 Asia Pacific Top 10 Authorized Training Center by the International Air Transport Association (IATA).

IATA is an international trade body that represents some 230 airlines comprising 93% of scheduled international air traffic.

ITC is an IATA Authorized Training Centers (ATCs), which allows it to teach the IATA Travel and Tourism and Aviation training programmes

"We've always been proud to be associated with IATA," says ITC's Director Kerry Priestley. "This award makes us especially proud because it is for an 'outstanding contribution' in 'developing the human capital for tomorrow's air transport industry'. And that's what we strive for in everything we do."

ITC has been a premium supplier of full-time and part-time training programmes for the airline, travel and tourism industries since 1996, and has campuses in Botany and central Auckland.

"Our strength has always been our people," says Kerry. "Our graduates constantly make us proud and we get fantastic feedback from their employers. Our staff works hard to provide our students with real-world training, so that they can get straight into their careers and become immediate assets to the industry."

And special mention must be made of Steve Burke, says Kerry, who for the past five years has been ITC's Senior Travel tutor. "Much of the success of this programme is down to his commitment to the college and our students."

This award adds to ITC's growing list of achievements. Last year alone the college opened its second Airport Training Centre, won the ATTO Tourism Education and Training category in the 2010 Tourism Industry Awards, and also won the Excellence in Service Delivery and Excellence in Tourism and Hospitality categories at the prestigious Westpac Manukau Business Excellence Awards in 2010.



"2010 was a big year for us," says Kerry. "This award from the IATA reaffirms what we're here for, and we have plenty of exciting plans for 2011!"

## ITC next top model

The Airport Training Centre in Botany hosted a very interesting group of aspiring Flight Attendants in this month's student event.

Each class had at least one model and the class decided the theme, and designed outfits accordingly. There was a spectacular array of Polynesian influence, wacky out of space designs, and then of course the Tutor entry, Jacey Patterson who made a gorgeous 'Miss Thing'!

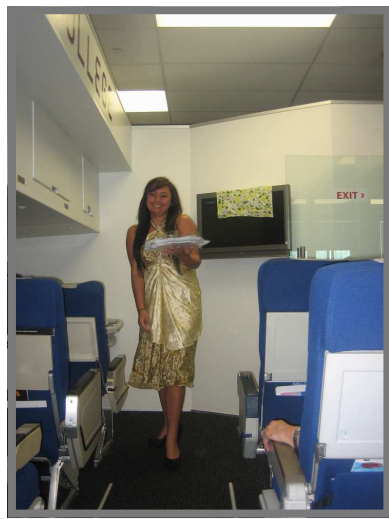
The crew were introduced and their outfits defined. Many were hand made, or hand sewn, with clearly much thought and effort put into the finer details of the design. After introductions each 'flightie' was challenged with walking the aisle with a tray of glasses, and of course safely stowing luggage in the overhead lockers. The FIT2Fly team made the luggage look like a heavy weight, and the Robot 'Hot ITCer' proved that the liquid was truly going to come out of her cones...!!!

The judges had a very hard time narrowing down winners from such a great stream of contestants. It was obvious how much thought and team effort had gone in to each and every design. In the end, Aisea Halo from the CTT01b's took out the award from best model with his rather wacky 70's design, and the fab afro hairdo. Loved the flares!

The prize for number one class went to the CAV03's Wings to Paradise whose two flight attendants were serenaded with the subtle pangs of the ukulele as they modeled their designer uniforms complete with logoed shirts and poly design theming coming through to make them the stand out favourite's.

Thanks to the judges for your time and thought, to the models for grooming yourselves so superbly, and to your classmates who dressed, sewed, painted, wrote PA announcements, and generally supported! Another very successful ITC event!

A big thanks to Kirsten and all the team at Botany for organising such a great event.



## ITC makes study easy

Since 2006, ITC has offered several of its courses via online and distance learning. For mums like Kim Hooper, Susannah Eaton, Ann-Maree Nimalota and Lyn Redstall, and those with full-time jobs like Harpreet Kaur, ITC's online study offers opportunities that would otherwise be closed to them.

Ann-Maree, who recently completed the National Certificate in Tourism (core skills) while working part time, says "I had always wanted to get into the travel and tourism industry, but found it hard as I needed to work. With a young one there was no way I could go back to classes. Then I heard about ITC's online distance learning course and I knew it was perfect for me. I was able to be at home with my baby and still work part time."

Lyn says that the hardest part was actually signing the enrolment form and "committing to the unknown". She had not studied for many years and was uncertain how she would fit it in around work and family commitments. "I did have a few concerns; however, most of these quickly disappeared after I'd completed my first assignment and passed - that was a big confidence boost."

Susannah agrees: "I sure did have some hectic moments juggling motherhood with student life, but once I started a routine and stuck to it I had loads more time than I thought."

Kim is a single mother with two children, and it is keeping her eye on the end goal that keeps her motivated. "My future goal to be a customs officer or a check in agent is my motivation to keep me going and not to give up. I get a lot of support and encouragement from my tutor Carla as well as my classmates."

The others all agree that the support they have received from ITC's staff and fellow students have been critical to their enjoyment and success.

"I cannot forget the fantastic staff at ITC," says Susannah (below). "They are such an organised and friendly bunch of people. I felt so comfortable asking them questions whether it was via email or telephone."

All five students are looking forward to achieving their goals and working in their chosen travel and tourism fields.

"Starting here is the beginning of my future career in travel and I'm so excited," says Kim



## Kia Ora to Auckland

ITC students played a key role in giving a real Kiwi welcome to over 1600 international students at the Auckland International Student Welcome. The annual event hosted by Study Auckland attracted students of all ages from across the Auckland region.

Working at events such as this allows students to gain valuable industry experience while they study, says ITC City Campus Manager, Michelle Chatfield: "It's a win/win situation!"

This year, nine ITC students worked behind the scenes at the Auckland Town Hall looking after the performing groups; VIPs including The Mayor - Len Brown, student speakers; industry sponsors and the MC. "They also helped the international students feel welcome, handed out goodie bags and did whatever they could to make the day the huge success that it was," says Michelle Chatfield.

Mayor, Len Brown welcomed students and applauded them for choosing Auckland as their study destination. "I'm proud of what our region has to offer - both excellent quality of education and the superior lifestyle. I encourage you to embrace life in Auckland, explore the region and make the most of your time here," he said.

The ITC students loved the experience: "The day was awesome; I had so much fun and it was great to be involved in such a huge event. Speaking to the students and helping them on the day, welcoming the industry VIP's and working behind the scenes was so much fun- this is why I want to work in tourism!" said

Manager of Study Auckland, Debbie Chambers, was grateful for the students' work: "Your students did an amazing job! We were very impressed by your student's enthusiasm and professionalism towards this event. They coped well with the pressure of the busiest times of the day and distributed information and handled all tasks with confidence. We look forward to working with you and the ITC students at next year's Auckland International Student welcome!"

Another great work experience for ITC students - we look forward to doing it again next year!

