

**ITC**

BUSINESS OF TOURISM AUCKLAND ACADEMY - TERM 1

Date	Subject	Description
Day 1	Induction	Introduction of the academy, overview and meet each other. Fun induction activities.
Day 2	Geography	Explore the world in an interactive way.
Day 3	Communications	Unit 9694 - Communications
Day 4	Site Visit - WETA Auckland City	Experience WETA Workshop Unleashed tour
Day 5	Customer Service - International Visitors	Unit 378 - International Visitors
Day 6	Customer Service - Guest speaker	Learn from an expert in customer service
Day 7	Aviation Industry	Introduction into the Aviation Industry.
Day 8	Site Vist Auckland Airport	Explore the roles at the Auckland Airport.
Day 9	Flight Attending	Flight Attending - Unit 23755 Job Roles

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BUSINESS OF TOURISM AUCKLAND ACADEMY - TERM 2

Date	Subject	Description
Day 10	Guest Speaker - Flight Attendant	Hear from an expert & get top tips from a Flight Attendant
Day 11	Eco Tourism	Explore Eco Tourism & the importance of the industry
Day 12	Site Visit - Auckland Zoo	Auckland Zoo Sustainability project & experts
Day 13	Adventure Tourism	Unit 1312 - The importance of safety in Adventure Tourism
Day 14	Site Visit - Auckland Bridge Climb & Bungy	Participate in a full Bridge Climb & Bungy
Day 15	Customer Service	Unit 23758 part A & B - Comms & Customer Service
Day 16	Customer Service	Unit 23758 part A & B - Comms & Customer Service
Day 17	Sales	Unit 23769 - Sales Functions
Day 18	Site Visit - Auckland City Hotel or Travel Agency	Explore the importance of staff & sales in tourism

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BUSINESS OF TOURISM AUCKLAND ACADEMY - TERM 3

Date	Subject	Description
Day 19	Re-sit Day	This day is available to those who need to re-sit assessments
Day 20	Tour Guiding	Unit 1307- The art of guiding & presenting
Day 21	Site Visit - Auckland Museum or Walking Tour	Become a tourist & see an expert in guiding
Day 22	Tour Guiding	Unit 1307 - Become a guide for a day!
Day 23	Diversity	Learn the importance of diversity in the workplace
Day 24	Team leadership & team work	Go on your very own scavenger hunt
Day 25	Teams & Team Leadership	Unit 27563- Teams & Team Leadership
Day 26	Site Visit - Skyjump Skywalk chat & All Blacks Experience	Learn why team work is so important in the workplace
Day 27	Careers	Unit 4251 - Plan a career pathway.
Day 28	Careers workshop	Create a CV



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BUSINESS OF TOURISM AUCKLAND ACADEMY - TERM 4



Date

Subject

Description

Day 29

Final resit day

Be be up to date with any
assessment resits

Day 30

Graduation Day!

Celebrate the journey with
ITC.