

STAR CATALOGUE 2025

TE KĀHUI RĀWHITI

This STAR course catalogue has a list of offerings that are available to students currently in the Central North Region – Te Kāhui Rāwhiti.

All courses are fully funded by the Youth Transitions Team. To be eligible to enquire, ākonga/students must be enrolled with Te Kura as a Full-Time student or a Young Adult enrolled in 3x or more Te Kura subjects. Ākonga must also continue to engage with their Te Kura learning while enrolled into STAR courses.

STAR Te Kāhui Rāwhiti course queries and enrolments, please contact the STAR Coordinator:

- Ces Lowe - Ces.Lowe@tekura.school.nz

Google Maps Rāwhiti covers these rohe along the East Side of Aotearoa:
Masterton, Dannevirke, Hawkes Bay, Wairoa, Gisborne, East Coast

Distance learning: If you are unable to get to a face-to-face STAR course, then a distance course may suit. Please see available courses via the

[STAR Distance 2025](#)

Note: Check out My Korowai CNR for up-to-date course offerings

Gateway course queries and enrolments, please contact the Gateway Coordinator:

Ruth Church: Ruth.Church@tekura.school.nz

*Enquire for 2025

Tertiary Link Flyers and Coordinators:

- [Agriculture & Horticulture](#) | [Equine](#)
– Ces Lowe Ces.Lowe@tekura.school.nz
- [Animal Care](#) | [Sport & Exercise](#) | [Tourism](#)
– Seth Smith Matthew.Smith2@tekura.school.nz
- [Aviation](#) | [Early Childhood](#)
– Lisa Usoalii-Jansen Lisa.Usoalii-Jansen@tekura.school.nz

University – some universities offer online and face-to-face STAR courses for ākonga ready for first-year university level. Specific requirements apply, please enquire for more information:

Ces Lowe - Ces.Lowe@tekura.school.nz

Last Updated Jan 13th, 2025

Tihei Mauri Ora!

Contents

WHAKAORIORI / MASTERTON	5
NZST 2 Day Flight Attending (Travel Subsidy available)	5
NZST 2 Day Sales in Tourism (Travel Subsidy available)	5
UCol Alternative Health Care	5
UCol Automotive	6
UCol Beauty	6
UCol Early Childhood Education & Care	6
UCol Forklift Safety	7
UCol Hairdressing	7
UCol Intro to Bakery	7
UCol Intro to Barista	7
UCol Mechanical Engineering	8
UCol Te Ao Haka Performing Arts	8
UCol YES Business Opportunities	8
TE MATAU-A-MĀUI / HAWKES BAY	9
EIT ArchiCAD Quickstart	9
EIT Intro to Barista	9
EIT Creative Digital Skills – Adobe In design	9
EIT Creative Digital Skills – Adobe Lightroom	10
EIT Creative Digital Skills – Adobe Photoshop	10
EIT Creative Digital Skills – Laser Cutting with Adobe Illustrator	10
EIT Creative Digital Skills – Logo Design with Adobe Illustrator	11
International Travel College Flight Attendant 2-Day	11
EIT Intro to Screen Production	11

EIT Screen-printing Workshop Weekend	12
EIT Photography Workshop Weekend.....	12
WAIROA, TŪRANGA-NUI-A-KIWA / GISBORNE, TE TAI RĀWHITI / EAST COAST.....	13
EIT Intro to Defence Force.....	13
AB Equipment Forklift Operator and Optional Forklift (F) Endorsement Certificate	13
FIRST AID.....	14
NZ Red Cross Comprehensive (2day) & Essential (1day).....	14
DRIVING	15
AA Driver Training Defensive Driving	15
AB Equipment Forklift Driving.....	15
DriverEd Learner Licence.....	16
GROUP COURSES – MIN OF 14 ĀKONGA PER BOOKING!	17
The GET Group Living & Working Level 2.....	17
The GET Group Active Level 2.....	17
The GET Group Active Level 3.....	18
The GET Group Fitness Industry Ready Level 3	18
The GET Group Beauty Industry Level 3	19
The GET Group Wellbeing for Life Level 3.....	19
ITS Toolkit Kickstarter	20
ITS Toolkit for Study, Work and Life	20
ITS Tutuki	21
ITS Team Barbecue.....	21
ITS Self-Management Toolkit	22
ITS Work Safe – Home Safe	22
ITS Leadership 101	23
ITS Hāpai	23

ITS Customer Service Kickstarter	24
ITS Success in Retail	24
ITS Retail Skills 101.....	25
ITS Advanced Customer Service	25
ITS Café Counter Service	26
ITS Comprehensive Food Safety	26
ITS Bartenders Kickstarter	27
ITS High Tea	27
ITS Barista 101	28
International Travel College Adventure Short Course 2-Day	28
International Travel College Tourism 2-Day	28
International Travel College Communication & Customer Services 2-Day	29
International Travel College Travel 2-Day	29
The Learning Place Bartending 2-Day	30
The Learning Place Work Ready Kitchen 2-Day	30
The Learning Place Health & Safety 2-Day.....	31
The Learning Place Security 3-Day.....	32
The Learning Place Group Leadership 2-Day.....	32
The Learning Place Communication & Teamwork 2-Day	33
The Learning Place Confidence & Resilience 2-Day.....	33
The Learning Place Sports Coaching 2-Day	34

Whakaoriori / Masterton

NZST | 2 Day Flight Attending (Travel Subsidy available)

Students will find out what the role of a Flight Attendant involves, they will learn about airlines requirements such as age, experience and qualifications and how they recruit Flight Attendants.

Location	Dates	Times	Unit Standard
NZST Wellington	DATES: 14th & 15th April 2025 DATES: 29th & 30th May 2025 DATES: 13th & 14th Oct 2025	9am to 4pm	US21834 Level 2, 2 credits

NZST | 2 Day Sales in Tourism (Travel Subsidy available)

Interested in wanting to know more about the travel and tourism sector? Attend this brief course to discover how mastering the art of selling is crucial in the field of SALES, which is at the core of the entire tourism industry.

Location	Dates	Times	Unit Standard
NZST Wellington	DATES: 14th & 15th April 2025 DATES: 29th & 30th May 2025 DATES: 15th & 16th Oct 2025	9am to 4pm	US23796 Level 3, 3 credits

UCoL | Alternative Health Care

Do you like to help people? The UCOL Alternative Health Care course will help you understand and develop your skills around wellbeing.

Location	Dates	Times	Unit Standard
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Ucol Wairarapa in Masterton	1- day a week for 5 weeks	9am to 3pm	The UCOL STAR Alternative Health Care course comprises 5 Credits.
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UCol | Automotive

Does anything with wheels and a motor appeal to you? If you think building or rebuilding anything motorised is fun, then the UCOL STAR Automotive course might be for you. You will undertake a variety of theory and hands-on project work related to the automotive industry.

Location	Dates	Times	Unit Standard
Ucol Wairarapa in Masterton	1-day per week over 5-weeks (Thursdays)	9am to 3pm	US 21701 (Level 2) (2 Credits) US 21669 (Level 2) (2 Credits)

UCol | Beauty

Do you love cosmetics and skincare? Keen to find out if the beauty industry is for you? Try the UCOL STAR Beauty Course.

Location	Dates	Times	Unit Standard
Ucol Wairarapa in Masterton	1-day a week over 5 weeks TBC 2025	9am to 3pm	US 27640 (Level 2) (3 Credits) Practical <ul style="list-style-type: none"> • Manicures • Make-up application • Skin care, facials, masks, biological masks

UCol | Early Childhood Education & Care

Discover if a career in early childhood education is right for you while still in secondary school with the UCOL STAR Early Childhood Education & Care course.

Location	Dates	Times	Unit Standard
Ucol Wairarapa in Masterton	1- day a week for 5 weeks (Mon to Fri)	9am to 3pm	US 32991 (Level 2) (5 Credits)

UCol | Forklift Safety

Do you want a career in the road transport distribution or warehousing industry? Gain essential skills with the UCOL STAR Forklift Safety course, and study while still in secondary school.

Location	Dates	Times	Unit Standard
Ucol Wairarapa in Masterton	3-days in a week TBC 2025	9am to 3pm	US 10851 (Level 3) (7 Credits)

UCol | Hairdressing

Are you interested in hair and fashion? Find out what it takes and learn some basic skills in the UCOL STAR Hairdressing course, and study while still in secondary school.

Location	Dates	Times	Unit Standard
Ucol Wairarapa in Masterton	1-day a week over 5 weeks TBC 2025	9am to 3pm	US 28301-V3 (Level 2) (5 Credits)

UCol | Intro to Bakery

Love the smell of fresh bread? If you love baking, expand your skills with the UCOL STAR Introduction to Bakery course, and study while still in school.

Location	Dates	Times	Unit Standard
Ucol Wairarapa in Masterton	1- week Mon-Fri TBC 2025	9am to 3pm	Unit Standard 23083 (Level 2) (4 Credits) Prepare and bake basic breads.

UCol | Intro to Barista

If you love coffee and want to become a barista, learn how with the UCOL STAR Introduction to Barista course, and study while still in school.

Location	Dates	Times	Unit Standard
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Ucol Wairarapa in Masterton	1- week Mon-Fri TBC 2025	9am to 3pm	The UCOL STAR Introduction to Barista course comprises 4 Credits.
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UCol | Mechanical Engineering

Are you interested in machining? The UCOL Star Mechanical Engineering course will offer you the necessary skills required for working with steel, tools and gases.

Location	Dates	Times	Unit Standard
Ucol Wairarapa in Masterton	1-day a week over 5 weeks TBC 2025	9am to 3pm	The UCOL STAR Mechanical Engineering course comprises 8 Credits.

UCol | Te Ao Haka Performing Arts

This 6-day STAR course will give you the skills and experience to demonstrate knowledge of, and perform essential skills of haka.

Location	Dates	Times	Unit Standard
Whare o Te Amorangi at Ucol, Wairarapa	1-day per week over 6-weeks (Wednesdays)	9am to 3pm	The UCOL STAR Te Ao Haka Performing Arts (Level 2) course comprises 6 Credits.

UCol | YES Business Opportunities

Are you keen about business and entrepreneurship? UCOL Star YES Business Opportunities course will help you develop the behaviour and traits you'll need to succeed in the fast-paced business world.

Location	Dates	Times	Unit Standard
Ucol Wairarapa in Masterton	1- week Mon-Fri TBC 2025	9am to 3pm	STAR YES Business Opportunities course consists of 3 credits.

Te Matau-a-Māui / Hawkes Bay

EIT | ArchiCAD Quickstart

You will start by learning the basics of ArchiCAD by completing some simple exercises and then put this knowledge to use by drawing out your first simple non-consent building. You will learn about drawing a 3D building and how to use that building to make drawings and finally, draw a simple house, make drawings, create rendered views and create a solar study.

Location	Dates	Times
TBA	TBA (3x day course)	9am to 2pm

EIT | Intro to Barista

Learn about the history of coffee, how to operate and maintain espresso machines, and get hands on practical training preparing real espresso beverages.

Location	Dates	Times	Unit Standard
EIT Hastings EIT Taradale	TBA	9am to 4pm	Level 2, Credits 4

EIT | Creative Digital Skills – Adobe In design

After editing your images in Photoshop, and designing your logo or images in Illustrator, learn how to use Adobe InDesign to layout text and images to produce your pamphlets, brochures and books.

Students must supply own USB to save work on (min 4GB). The minimum age is 16 years.

Location	Dates	Times
Hawkes Bay Campus, IDEASchool, D Block – D103	TBA	9am to 4pm

EIT | Creative Digital Skills – Adobe Lightroom

Adobe Lightroom is one of the leading photography editing applications. Come and learn how to make the most of its features, speed up your editing process and add professional touches to your photographs.

Bring your own camera. Students must supply own USB to save work on (min 4GB). The minimum age is 16 years.

Location	Dates	Times
Hawkes Bay Campus, IDEASchool, D Block – D103	TBA	9am to 4pm

EIT | Creative Digital Skills – Adobe Photoshop

Photoshop is widely used by photographers and graphic artists to edit and re-touch images. Learn some of the most practical features of this powerful software in one of our Apple Mac classrooms.

If you wish to save your work, bring access to your cloud storage or supply own USB to save work on (min 4GB). The minimum age is 16 years.

Location	Dates	Times
Hawkes Bay Campus, IDEASchool, D Block – D103	TBA	9am to 4pm

EIT | Creative Digital Skills – Laser Cutting with Adobe Illustrator

An introduction to vector drawing for laser cutting using Adobe Illustrator. This course will show you the fundamentals of vector drawing which you will use to laser cut a personalised keyring and a custom set of jewellery or coasters.

If you wish to save your work, bring access to your cloud storage or supply own USB to save work on (min 4GB). The minimum age is 16 years.

Location	Dates	Times
Hawkes Bay Campus, IDEASchool, D Block – D103	TBA	9am to 4pm

EIT | Creative Digital Skills – Logo Design with Adobe Illustrator

An introduction to creating graphics using Adobe Illustrator. You will be guided through a traditional design process to design your logo. Then learn the fundamentals of vector illustration and create your own logo and brand kit.

Students must have access to cloud storage available or supply own USB to save work on (min 4GB). The minimum age is 16 years.

Location	Dates	Times
Hawkes Bay Campus, IDEASchool, D Block – D103	TBA	9am to 4pm

International Travel College | Flight Attendant 2-Day

This fun and engaging short course are held around Aotearoa / New Zealand at various venues and uses real on-board equipment.

Ākonga will walk away knowing what they need to work on to be eligible to apply to be a Flight Attendant.

Location	Dates	Times	Unit Standards
TBA	TBA	9am to 4pm	23755 L3, C3 Written & Practical

EIT | Intro to Screen Production

Get a taste of working in the Film industry. Practical lessons in camera and sound recording, editing and sound mixing from experienced professionals at our purpose-built Screen Production studios.

If you wish to save your work, please provide your own hard drive. Minimum age is 16 years.

Location	Dates	Times
Hawkes Bay Campus, IDEASchool, Screen Production Studios, G Block	TBA	9am to 3pm

EIT | Screen-printing Workshop Weekend

This workshop introduces professional techniques of screen-printing including how to make a screen using light sensitive emulsion and printing onto paper or a fabric surface. This workshop is suitable for beginners.

We provide inks and paper to print on, bring your own T-shirts, fabrics etc. You can also purchase your stenciled re-usable screen for \$45.00. Minimum age is 16 years.

Location	Dates	Times
Hawkes Bay Campus, IDEASchool, D Block – Print workshop D118	TBA	9am to 3pm

EIT | Photography Workshop Weekend

A beginner's guide to DSLR photography. Learn the principles and practice of good digital photography – we will cover how to control exposure, camera modes, digital file sizes and composition, with practical exercises to put into practice what is learnt. Bring your own camera.

Students must supply their own USB or access to cloud storage to save work on (min 4GB). The minimum age is 16 years.

Location	Dates	Times
Hawkes Bay Campus, IDEASchool, D Block – D103	TBA	9am to 4pm

Wairoa, Tūranga-nui-a-Kiwa / Gisborne, Te Tai Rāwhiti / East Coast

EIT | Intro to Defence Force

The Introduction to the Defence Force course provides an insight to some activities the Defence Forces do in their daily routine. You will be expected to participate in the following:

- Entry level fitness test
- Swim test
- Introduction to navigation
- Leadership activities
- Team building activities
- River crossing
- Time management
- Introduction to theory application tests

Those students interested need to have a good level of physical fitness and a positive attitude.

Location	Dates	Times
Taradale Tairāwhiti TBC	<u>TBA</u>	8:30am to 4pm

AB Equipment | Forklift Operator and Optional Forklift (F) Endorsement Certificate

Students interested need to have a good level of physical fitness and a positive attitude

16years old, must wear appropriate clothing and footwear.

Location	Dates	Times
Gisborne, Tairāwhiti	Friday February 21, 2025 Friday March 21, 2025 Friday April 11, 2025 Friday May 16, 2025 Friday June 13, 2025 Friday July 18, 2025 Friday August 15, 2025 Friday September 19, 2025 Friday October 17, 2025 Friday November 21, 2025	8:00am to 4pm

First Aid

These courses are general confidence builders where you will learn skills needed for life after school. They may also be useful in getting an idea of options if you are unsure of which career pathway you would like to pursue.

NZ Red Cross | **Comprehensive (2day) & Essential (1day)**

NZ Red Cross

This course is open to Year 10 and above. This popular 12-hour first aid course covers the requirements to administer first aid at work, as well as keeping your family safe at home. You will gain practical skills and knowledge to confidently perform first aid when an emergency or accident may occur. Throughout the course, scenarios will be incorporated into the modules to practice the skills and knowledge developed on the course.

- **Hastings Training Room:** 823 Heretaunga Street, Saint Leonards, Hastings 4120
- **Napier Training Room:** 35 Cadbury Road, Onekawa, Napier 4110
- **Waipukurau Centraline Sports Complex:** 10 River Terrace, Waipukurau, 4200
- **Wairoa Training Room:** 33 Marine Parade, Wairoa 4160
- **Gisborne Training Room:** 336 Palmerston Road, Gisborne 4010
- **Tokomaru Bay Training Room – The Haven:** 6 Tokomaru Street, Tokomaru Bay 4079
- **Wairarapa Training Room:** 30 Church Street, Masterton 5810

Location	Dates	Times	Unit Standard
Location near you	2-day course Enquire for dates	8:30am to 4pm	6402 (Level 1, Credits 2) 6401 (Level 2, Credits 1) 6400 (Level 3, Credits 2)

Driving

AA Driver Training | Defensive Driving

The AA Defensive Driving course will give you the skills, knowledge, and confidence to be a smarter and safer driver. You'll learn important defensive driving skills, such as assessing and identifying hazards, so you can reduce the risk of being in a crash. You can complete this course while on your Learner, Restricted or Full Licence. If you are on your Learner Licence, you must be confident enough to complete a 1-hour drive.

- **Hastings:** Drive IQ-Hastings, Lindisfarne College
- **Havelock North:** Iona College, Woodford House
- **Napier:** Napier Police Station, Top Drive-EIT, Napier Girls High
- **Gisborne:** McInnes Driver Training
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Location	Dates	Times
Location near you	Dates vary – please see here (4x 2 hour sessions @ night + 1 hour drive)	Night classes from 5pm

AB Equipment | Forklift Driving

Nationwide

AB Equipment Forklift Operator Training Courses are designed to improve operating technique and make forklift operators more aware of the safety and mechanical implications of forklift operation.

Courses Available

Learners Forklift Operators Course: This course is for people with no practical experience on a forklift.

Standard Forklift Operators Course: This course is designed for operators who have experience but who do not hold a certificate.

Location	Dates	Times
Location near you	Dates vary – please enquire	Vary depending on location

- **No Special Conditions “Must be accompanied by a supervisor”**

DriverEd | Learner Licence

Online Option

This course has 4 Online Learner Licence Sessions which can be completed at anytime and as many times as you like over a 10-week period (during the school term). These online sessions are self-paced and taught using online lessons. During this time, you will have unlimited access to online Learner Licence Practice Tests.

Delivery	Duration	Unit Standard(s)	Enrolment Criteria
Online	Self-paced 10 week time-frame	Not available	16 years old and above

- Te Kura ākonga can claim recognition for gaining the various levels of the New Zealand Driver Licence. NCEA credits may be claimed by downloading this [form](#), filling it in and emailing it, along with a photograph of the licence, to: driverslicence@tekura.school.nz
- **Note: Students / Whānau need to pay for the Licence Fee of \$96.10**

2025 Licence Costs - NZTA

New or additional class of licence

Car licence (class 1)

Your application fee includes your first test, and a second test if you need it.

For example, a learner licence application includes 2 theory tests, and a restricted licence application includes 2 restricted practical tests.

If you need 3 tests or more, you'll need to pay a test fee for each test.

Car (class 1)	Application fee (includes 2 tests)	Test fee for each test from 3rd attempt
Learner	\$96.10	\$54.60
Restricted	\$167.50	\$102.80
Full	\$98.90	\$71.90

GROUP COURSES – Min of 14 ākongā per booking!

I advertise group courses on My Korowai CNR to receive notification of upcoming courses available to ākongā, please check My Korowai regularly.

Note: Group courses are subject to a minimal number being met BEFORE booking is confirmed.

Cancellations can happen unexpectedly at short notice.

Group Courses are advertised by Provider.

The GET Group | Living & Working Level 2

Prepare to “adult” in this workshop that covers a range of topics like produce a household budget.

Unit Standards	US Title	Level, Credits & Assessment Style
28094	Produce a household budget, set a financial goal, and adjust the budget	L2, C3 Written & Practical
28097	Explain and select banking products and services in relation to personal finances	L2, C3 Written & Practical
1979	Describe employment agreements	L2, C2 Written & Practical
7123	Apply a problem-solving model	L2, C2 Written & Practical

The GET Group | Active Level 2

Gain credits by participating in fun team activities.

Unit Standards	US Title	Level, Credits & Assessment Style
9677	Communicate in a team or group which has an objective	L2, C3 Written & Practical
10791	Participate in a meeting	L2, C3 Written & Practical
1299	Be assertive in a range of specified situations	L2, C4 Written & Practical

The GET Group | Active Level 3

Gain credits by participating in fun team activities.

Unit Standards	US Title	Level, Credits & Assessment Style
9681	Contribute in a team or group which has an objective	L3, C3 Written & Practical
11097	Listen actively to gain information in an interactive situation	L3, C3 Written & Practical
1307	Speak to a known audience in a predictable situation	L3, C3 Written & Practical

The GET Group | Fitness Industry Ready Level 3

Intermediate skills and knowledge for the fitness industry

Unit Standards	US Title	Level, Credits & Assessment Style
9681	Contribute in a team or group which has an objective	L3, C3 Written & Practical
6896	Demonstrate knowledge of recreation	L3, C3 Written & Practical
20673	Demonstrate knowledge of injuries, injury prevention and risks and hazards associated with sport or recreation	L3, C5 Written & Practical

The GET Group | Beauty Industry Level 3

Preparation and product knowledge for the beauty industry.

Unit Standards	US Title	Level, Credits & Assessment Style
2990	Read texts to research information for a specific purpose	L3, C4 Written & Practical
11097	Listen actively to gain information in an interactive situation	L3, C3 Written & Practical
1307	Speak to a known audience in a predictable situation	L3, C3 Written & Practical

The GET Group | Wellbeing for Life Level 3

Wellbeing research and activities to enhance your life.

Unit Standards	US Title	Level, Credits & Assessment Style
4251	Plan a career pathway	L3, C3 Written & Practical
2990	Read texts to research information for a specific purpose (wellbeing & nutrition)	L3, C4 Written & Practical
9695	Examine problem-solving models and apply a problem-solving model to a problem of some complexity	L3, C4 Written & Practical

ITS | Toolkit Kickstarter

This Level 1 course will provide you the opportunity to grow in confidence, increase communication skills, work in a team, plus learning essential life skills like note taking, filling in forms and interview skills.

Unit Standards	US Title	Level, Credits & Assessment Style
3483	Fill in a form	L1, C2 Written & Practical
3501	Demonstrate knowledge of and apply listening techniques	L1, C2 Written & Practical
3503	Communicate in a team or group to complete a routine task	L1, C2 Written & Practical
7120	Demonstrate knowledge of note taking	L1, C2 Written & Practical
1293	Be interviewed in an informal, one-to-one, face-to-face interview	L1, C2 Written & Practical

ITS | Toolkit for Study, Work and Life

This Level 1 course will increase your knowledge and expectations when it comes to any workforce or career. Gain an understanding about your obligations as an employee, as well as your rights and responsibilities.

Unit Standards	US Title	Level, Credits & Assessment Style
1978	Demonstrate knowledge of basic employment rights and responsibilities, and sources of information and/or assistance	L1, C3 Written & Practical
4249	Describe obligations as an employee	L1, C3 Written & Practical
24705	Interpret and confirm accuracy of personal financial documents	L1, C2 Written & Practical
24709	Produce a budget to manage personal finances	L1, C3 Written & Practical

ITS | Tutuki

Tutuki means to extend and succeed. Extend your personal growth and wellbeing to succeed in your career pathway. Develop effective strategies to manage stress and ways to manage your time wisely.

Unit Standards	US Title	Level, Credits & Assessment Style
377	Demonstrate knowledge of diversity in workplaces	L2, C2 Written & Practical
9677	Communicate in a team or group which has an objective	L2, C3 Written & Practical
12349	Demonstrate knowledge of time management	L2, C3 Written & Practical
12355	Describe strategies for managing stress	L2, C3 Written & Practical

ITS | Team Barbecue

You will learn and practise basic food safety methods, which are key in so many areas. Your team will work together to prepare and make everything!! Eating the barbecue is only one bonus.

Available in Level 2 or Level 3 credits

Unit Standards	US Title	Level, Credits & Assessment Style
167	Practise food safety methods in a food business under supervision	L2, C4 Written & Practical
9677	Communicate in a team or group which has an objective	L2, C3 Written & Practical
9681	Contribute within a team or group which has an objective	L3, C3 Written & Practical
168	Demonstrate knowledge of food contamination hazards, and control methods used in a food establishment	L3, C4 Written & Practical

ITS | Self-Management Toolkit

This toolbox will focus on personal growth and wellbeing. Students will develop effective strategies for managing their stress, build resilience and how to manage time wisely.

Unit Standards	US Title	Level, Credits & Assessment Style
7123	Apply a problem-solving model	L2, C3 Written & Practical
12349	Demonstrate knowledge of time management	L2, C3 Written & Practical
12355	Describe strategies for managing stress	L2, C3 Written & Practical

ITS | Work Safe – Home Safe

This course is a journey of discovery where the focus is on Basic Health & Safety. Drug & Alcohol awareness and sleep management. Discover ways to keep your workmates safe and gain the tools to recognise when someone might put themselves, others, or the workplace at risk.

Unit Standards	US Title	Level, Credits & Assessment Style
497	Demonstrate knowledge of workplace health and safety requirements	L1, C3 Written & Practical
22316	Demonstrate knowledge of the management of drug and alcohol-related problems in the workplace	L3, C4 Written & Practical
21337	Demonstrate knowledge of sleep and sleep management in relation to work performance	L3, C2 Written & Practical

ITS | Leadership 101

This interactive, motivating course is perfect for those that want to break down barriers that are preventing us from completing great opportunities. Leadership 101 is about the communication skills and confidence you need to be a leader.

Unit Standards	US Title	Level, Credits & Assessment Style
11097	Listen actively to gain information in an interactive situation	L3, C3 Written & Practical
9681	Contribute within a team or group which has an objective	L3, C3 Written & Practical
3494	Write minutes for a formal meeting	L3, C3 Written & Practical

ITS | Hāpai

Hāpai means to lift, support, elevate, to start off on a new journey. This course is ideal for students who want to achieve essential communication skills and gain an understanding of how some actions can affect performance in the workplace.

Unit Standards	US Title	Level, Credits & Assessment Style
9694	Demonstrate knowledge of workplace health and safety requirements	L3, C4 Written & Practical
376	Employ customer service techniques to accommodate customer behavioural styles in a workplace	L3, C2 Written & Practical
21337	Demonstrate knowledge of sleep and sleep management in relation to work performance	L3, C2 Written & Practical

ITS | Customer Service Kickstarter

This course is interactive and hands on learning that takes place in a simulated environment. Learn how to interact with and appreciate all people who are different from you.

Unit Standards	US Title	Level, Credits & Assessment Style
377	Demonstrate knowledge of diversity in workplaces	L2, C2 Written & Practical
9677	communicate in a team or group which has an objective	L2, C3 Written & Practical
28145	Interact with customers in a service delivery context	L2, C2 Written & Practical
57	Provide customer service	L2, C2 Practical

ITS | Success in Retail

Learn the importance of effective communication and product knowledge to be successful in retail.

Unit Standards	US Title	Level, Credits & Assessment Style
28301	Identify and self-evaluate the demands of a specific role in a tourism workplace	L2, C5 Written & Practical
24997	Demonstrate knowledge of theft and fraud in a retail or distribution environment	L2, C5 Written & Practical

ITS | Retail Skills 101

Maintain positive customer service interactions in a retail environment while following safe work practices.

Unit Standards	US Title	Level, Credits & Assessment Style
11938	Assist customers to select goods and/or services	L2, C5 Written & Practical
11971	Use safe work practices in a retail environment under supervision	L2, C3 Written & Practical
11941	Establish and maintain positive customer service interactions in a retail environment	L2, C2 Practical

ITS | Advanced Customer Service

Learn the skills and qualities needed to become a confidence, customer service superstar. Suited for students who have previous experience in hospitality.

Unit Standards	US Title	Level, Credits & Assessment Style
11818	Demonstrate and apply product or service knowledge in a service delivery workplace	L3, C2 Written & Practical
11831	Apply skills and qualities of a salesperson in a retail or distribution environment	L3, C6 Written & Practical
376	Employ customer service techniques to accommodate customer behavioural styles in a workplace	L3, C2 Practical

ITS | Café Counter Service

Get a real taste of what hospo is like and feel ready & prepared for work in the industry. This course covers hospo skills of taking orders, preparing counter food and beverages and serving customers.

Unit Standards	US Title	Level, Credits & Assessment Style
14440	Prepare and clear areas for counter food service for a commercial hospitality establishment	L2, C2 Written & Practical
28145	Interact with customers in a service delivery context	L2, C2 Written & Practical
14425	Prepare and serve hot and cold non-alcoholic drinks for a commercial hospitality establishment	L2, C5 Practical
167	Practise food safety methods in a food business under supervision	L2, C4 Practical

ITS | Comprehensive Food Safety

This is a great course for supervisors and managers in any business that sells, serves, or prepares food.

Unit Standards	US Title	Level, Credits & Assessment Style
20666	Demonstrate basic knowledge of contamination hazards and control methods used in a food business	L2, C2 Written & Practical
168	Demonstrate knowledge of food contamination hazards, and control methods used in a food establishment	L3, C4 Written & Practical

ITS | Bartenders Kickstarter

A perfect taster for anyone wanting to pursue a career in hospitality.

Unit Standards	US Title	Level, Credits & Assessment Style
21853	Provide hospitality sales and service opportunities to customers	L3, C5 Written & Practical
4645	Demonstrate knowledge of maintaining a responsible drinking environment as a server in licensed premises	L3, C2 Written & Practical
14420	Describe alcoholic and non-alcoholic beverages	L3, C3 Practical

ITS | High Tea

Learn ways to prepare and serve tea with flair, as well as providing excellent table service.

Unit Standards	US Title	Level, Credits & Assessment Style
22428	Prepare and serve tea	L2, C2 Written & Practical
14436	Provide table service for a commercial hospitality establishment	L2, C4 Written & Practical
13281	Prepare and assemble, and present basic sandwiches for service	L2, C2 Practical
57	Provide customer service	L2, C2 Practical

ITS | Barista 101

This practical & hands-on experience course will give you experience with the espresso machine. You will learn about the history of coffee, understand more about the beans used to make great coffee.

Unit Standards	US Title	Level, Credits & Assessment Style
17285	Demonstrate knowledge of commercial espresso coffee equipment and prepare espresso beverages under supervision	L2, C4 Written & Practical
17284	Demonstrate knowledge of coffee origin and production	L3, C3 Written & Practical

International Travel College | Adventure Short Course 2-Day

Students participate in an adrenaline filled activity. Meet a professional from the industry, understand the role and the responsibility that comes with being in adventure tourism.

Unit Standards	US Title	Level, Credits & Assessment Style
1312	Give oral instructions in the workplace	L3, C3 Written

International Travel College | Tourism 2-Day

4 exciting visits which may include a Backpackers, Hotel, Marine & Adventure Tourism sites.

Unit Standards	US Title	Level, Credits & Assessment Style
23769	Demonstrate knowledge of the sales function within a tourism workplace	L3, C3 Written

International Travel College | **Communication & Customer Services 2-Day**

Walk away with skills to communicate effectively in the workplace, learn the importance of customer service and how to provide only the best for our customers.

Unit Standards	US Title	Level, Credits & Assessment Style
11097	Listen actively to gain information in an interactive situation	L3, C3 Written
23758	Demonstrate knowledge of communication and customer service theory in a tourism workplace	L3, C4 Written & Practical

International Travel College | **Travel 2-Day**

Experiencing tertiary life at its best. Learn essential skills to communicate not only in a working environment but also between various cultures.

Unit Standards	US Title	Level, Credits & Assessment Style
378	Provide customer service for international visitors	L3, C3 Written
18227	Demonstrate knowledge of support mechanisms for customers with specific needs in a tourism or travel workplace	L3, C2 Written & Practical
23758	Demonstrate knowledge of communication and customer service theory in a tourism workplace	L3, C4 Written & Practical

The Learning Place | Bartending 2-Day

Course Requirements:

- Learners must be year 12 or 13
- Recommendation of up to 20 learners per course
- Learners must wear closed toed shoes
- If held onsite at a school, there must be immediate access to water, power outlets, and adequate bench space.
- No alcohol is used on this course; however, alcohol types and their uses are discussed.

Unit Standards	US Title	Level, Credits & Assessment Style
4645	Demonstrate knowledge of maintaining a responsible drinking environment as a server in a licensed premises	L3, C2 Written
14420	Describe alcoholic and non-alcoholic beverages	L3, C3 Written
11817	Serve customers face to face in a wide range of contexts	L3, C4 Practical

The Learning Place | Work Ready Kitchen 2-Day

Course Requirements:

- Learners must be year 11, 12 or 13
- Recommendation of up to 18 learners per course
- Learners must wear closed toed shoes
- The Learning Place must be informed of any allergies or dietary requirements prior to course commencement
- If held onsite at a school, there must be immediate access to utensils, cooking facilities, water, power outlets, and adequate bench space.

Unit Standards	US Title	Level, Credits & Assessment Style
167	Practise food safety methods in a food business under supervision	L2, C4 Written & Practical
13285	Handle and maintain knives in a commercial kitchen	L2, C2 Practical

13290	Prepare fruit and vegetable cuts in a commercial kitchen	L2, C2 Practical
13283	Prepare and assemble, and present salads for service	L2, C2 Practical

The Learning Place | Health & Safety 2-Day

Course Requirements:

- Learners must be year 12 or 13
- Recommendation of up to 20 learners per course
- Learners must wear closed toed shoes
- Have an area of your school begging for a zhooosh up, or staff cars crying out for a clean?

If held onsite at a school, it is ideal to be provided with an area for learners to clean and tidy. However, we can create our own simulated environment in the classroom.

Unit Standards	US Title	Level, Credits & Assessment Style
497	Demonstrate knowledge of workplace health and safety requirements	L1, C3 Written
30265	Apply health and safety risk assessment to a job role	L3, C8 Written & Practical
17593	Apply safe work practices in the workplace	L2, C4 Written & Practical

The Learning Place | Security 3-Day

Course Requirements:

- Learners must be year 12 or 13
- Recommendation of 16 learners per course

Unit Standards	US Title	Level, Credits & Assessment Style
27364	Demonstrate knowledge of the security industry in the preemployment context	L2, C4 Written
30265	Apply health and safety risk assessment to a job role	L3, C8 Written & Practical
27360	Describe conflict management in a security context	L3, C4 Written
27361	Manage conflict situations in a security context	L3, C4 Practical

The Learning Place | Group Leadership 2-Day

Course Requirements:

- Learners must be year 12 or 13
- Recommendation of up to 20 learners per course

Unit Standards	US Title	Level, Credits & Assessment Style
4864	Demonstrate knowledge of recreation needs of target groups	L3, C4 Written
9681	Contribute within a team or group which has an objective	L3, C3 Written & Practical
30265	Apply health and safety risk assessment to a job role	L3, C8 Written

The Learning Place | Communication & Teamwork 2-Day

Course Requirements:

- Learners must be year 12 or 13
- Recommendation of up to 20 learners per course

Unit Standards	US Title	Level, Credits & Assessment Style
9694	Demonstrate and apply knowledge of communication process theory	L3, C4 Written
9681	Contribute within a team or group which has an objective	L3, C3 Written & Practical
11097	Listen actively to gain information in an interactive situation	L3, C3 Written & Practical

The Learning Place | Confidence & Resilience 2-Day

Course Requirements:

- Learners must be year 11, 12 or 13
- Activewear is recommended
- Recommendation of up to 22 learners per course

Note: The content on this course may cause learners to bring up sensitive topics.

Keep this in mind when enrolling learners and inform us of any important information that we should be mindful of on this course.

Unit Standards	US Title	Level, Credits & Assessment Style
12355	Describe strategies for managing stress	L2, C3 Written
1827	Identify personal support needs and services in the local community	L2, C2 Written
7123	Apply a problem-solving method	L2, C3 Written

The Learning Place | **Sports Coaching 2-Day**

Course Requirements:

- Learners must be year 12 or 13
- Recommendation of up to 20 learners per course
- Learners are required to wear appropriate clothing for participating in sporting activities
- Learners must currently be involved in a sport

Unit Standards	US Title	Level, Credits & Assessment Style
20673	Demonstrate knowledge of injuries, injury prevention and risks and hazards associated with sport or recreation	L3, C5 Written
22771	Plan beginner-level coaching sessions for sport participants	L3, C6 Written