

# CROWN

INSTITUTE OF STUDIES

AUCKLAND • NEW ZEALAND

Unlock **Your Potential**  
**Your Successful Career**  
Starts Here

*Business | Health & Wellbeing | Hospitality  
Travel & Tourism | English Language*

CROWN



## OUR VISION

*To be the preferred tertiary provider that develops agile, passionate and resilient industry professionals.*

## OUR MISSION

*Unlocking potential through an inclusive, supportive and respectful learning environment.*

## NAU MAI, HAERE MAI, WELCOME TO CROWN,

*I am honoured and delighted to lead a team of devoted professionals who genuinely prioritise the well-being of our students. Our mission is to train and equip them with essential resources while facilitating strong partnerships between industry experts and students to pave the way for successful careers.*

*You possess the potential and ability to thrive. Through discipline, determination, and dedication, you will achieve your qualifications. Whether you opt for a brief introductory course or pursue a Certificate or Diploma, rest assured that we will support you at every stage of your academic journey.*

*We look forward to working alongside you in your study journey during your time at Crown.*

*Ngā manaakitanga, With best wishes.*

**Dr Josephine Do**  
Managing Director



Locally owned and proudly independent, **we know New Zealand and its people.**

We have strong connections with many of New Zealand's leading organisations to ensure that our courses are relevant and up-to-date with industry needs. Our graduates are work-ready, and we help our students to find their dream career through our network of employers.

We provide small class sizes and personalised welfare, career and internship services for our students.

We are proud members of the following organisations.



WELCOME



WHY CROWN

WE CARE, WE TRAIN, WE CONNECT

CAMPUS FACILITIES

PARTNERS

BUSINESS COURSES

HEALTH & WELLBEING COURSES

HOSPITALITY COURSES

TRAVEL AND TOURISM COURSES

INTERNSHIP & REAL WORK EXPERIENCE

CROWN SMALL BUSINESS ENTREPRENEUR SCHEME

STUDY AND WORK PROGRAMME

JOB SEARCH FAIR

ENGLISH LANGUAGE AND INTERNATIONAL PROGRAMMES

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# SUMMARY

## NEW ZEALAND

**New Zealand, situated in the South-western Pacific Ocean, is a captivating island nation renowned for its natural beauty and warm hospitality. With a population of approximately 5 million people, it offers a unique and inviting destination for prospective international students.**

The culture of New Zealand blends the traditional customs of the indigenous Māori people with contemporary Western influences. The Māori, who have a deep-rooted history and cultural heritage, play a vital role in shaping New Zealand's identity, and their language, arts, and traditions are honored and celebrated. The broader New Zealand culture is characterised by its relaxed and amicable demeanor, as locals embrace a friendly and inclusive approach towards people from various cultures and backgrounds. Respecting others, including their beliefs, traditions, and personal boundaries, is highly valued in New Zealand, creating a safe and welcoming environment where international students can thrive.

## AUCKLAND

### Key Facts:

- **Population:** New Zealand's largest city with a population of 1.7 million.
- **Climate:** Temperate maritime climate with warm summers and mild winters. The average summer temperature ranges from 20 to 30 degrees Celsius (68 to 86 degrees Fahrenheit), while winter temperatures average around 10 to 15 degrees Celsius (50 to 59 degrees Fahrenheit).
- **Quality of Living:** Auckland consistently ranks highly in global quality of living surveys.
- **Education Institutions:** is home to prestigious universities and educational institutions.
- **Cultural Diversity:** is renowned for its multiculturalism and diverse ethnicities.
- **Outdoor Recreation:** Auckland offers beautiful beaches, hiking trails, and nearby islands.
- **Transport:** Auckland has a well-developed public transport system, including buses, trains, and ferries.
- **Job Opportunities:** Auckland provides part-time job opportunities for international students.
- **Cultural Scene:** Auckland has a vibrant arts and cultural scene with museums, theatres, and festivals.
- **Sporting Culture:** Auckland offers sports facilities and encourages an active lifestyle.





Established in 1972, Crown is one of New Zealand's longest running tertiary institutions. Providing training in the fields of business, health & wellbeing, hospitality, travel & tourism and English language.

*We have been producing skilled, knowledgeable and work-ready graduates for over 50 years. We emphasise on education for employment; our programmes equip students with industry-related knowledge and transferable skills that can be applied across their chosen pathways. Students' success is our priority; we work closely with reputable organisations from relevant industries, which helps us to find suitable work opportunities for our graduates.*

## WE CARE *TIAKI TĀTOU*

*The team at Crown cares about each student who studies with us. Students have told us Crown is their "happy place". We aim for that to be your experience too. Extra academic support and pastoral care are readily available – we listen, we support, and we guide.*

## WE TRAIN *WHAKAAKO TĀTOU*

*Located in the heart of Auckland City, Crown is a caring, student-focused tertiary institution. We focus on providing industry relevant courses and getting students ready for work. We are passionate about holistic learning; this means that we want to develop you not only academically, but also personally, so that you are ready to contribute, excel and progress in your new job immediately.*

## WE CONNECT *HONO TĀTOU*

*Crown has great connections with premium quality and reputable industry partners. Throughout your course we will connect you with some of these great partners – at onsite seminars, networking events, site visits, familiarisation tours (famils), Real World Experience, and work placements.*

# WHY CROWN



# Campus Facilities



• Hotel training area



• Aircraft cabin training area



• Barista training area



• On-campus Café



• Health & Wellbeing training centre



• Bar training area



• Outdoor & indoor student common area



• Library



Discover the power of partnerships at Crown! With strong connections to premium, reputable industry partners, we value the opportunities they offer our students. Together, we create a path to success.



PARTNERS





**POA PUA**

*NZ Certificate in Business level 3 graduate  
Manager  
Freight Company*

*“Crown helped me realise my potential, and through my studies I have refined my skills in the business industry. Coming from a rough past life, I did not feel judged, but welcomed and supported. Crown has helped me realise my potential”*

**SIONE MATAELE**

*NZ Certificate in Business level 3 graduate  
Undergraduate Student  
Auckland University of Technology (AUT)*

*“I consider Crown very important to me for the experiences and people that I met during my studies. Teachers along with students are always welcoming, and are always open for a conversation, sharing their knowledge and insight with each interaction.*

*Even though I have finished my studies there, I made lifelong friends and know I am always welcome back and if I have anything that I might want to seek advice for, their doors are always open.”*





## New Zealand Certificate In Business LEVEL 03

### 60 Credits

#### Introducing the Great Kiwi Entrepreneur

PROGRAMME LENGTH: 18 Weeks

(plus holiday breaks)

CLASS TIMES: 20 hours per week,

Monday-Thursday, 9am – 2.30pm

*Class times are subject to change under*

*the discretion of Crown Institute of Studies.*

This course focuses on the development, operation and management of small businesses. The NZ Certificate in Business Level 3 is designed for people with little to no business experience and it provides them with the knowledge and skills to prepare them to establish and manage their own business or further study. Within the course modules, students will learn to work in a team, conduct financial planning and use a range of Microsoft Office products. Soft skills such as professional, ethical and cultural behaviour, problem-solving, decision-making skills and self-management techniques will also be taught.

#### THE COURSE CONSISTS OF THE FOLLOWING MODULES

- Business Opportunities in New Zealand
- Business Communication and Problem Solving
- Small Business Professionalism, Legal and Ethical Requirements
- Small Business Planning

Students are assessed through a mixture of written assessments, presentations and practical role plays that contribute to the achievement of these level 3 Unit Standards:

- US 29055 Identify a business opportunity/ies and assess compatibility with own abilities, interests, and preferences (5 credits)
- US 32340 Identify the external environment of a business opportunity/ies (15 credits)
- US 32341 Produce an establishment plan for a small business opportunity/ies (20 credits)
- US 29057 Assess the feasibility and viability of a potential small business opportunity (20 credits)

#### DOMESTIC ENTRY REQUIREMENTS

- 16 years of age or older at course start date
- Demonstrate appropriate literacy and numeracy levels
- Students who do not meet the entry requirements may be accepted at the discretion of the Department Head

#### INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age or older at course start date
- IELTS (General or Academic) 5.0 with no band lower than 5.0 (or NZQA approved equivalent)
- 3 years of secondary school education or equivalent work experience
- Special circumstances considered at the discretion of the Department Head

#### CAREER OPTIONS

- Small Business Owner/Operator
- Second-in-Charge (2IC) of a Small Business
- Customer Services Officer

#### FURTHER STUDY

Students who successfully complete this course may wish to continue their studies in any of the following:

- New Zealand Certificate in Business (Level 4)
- New Zealand Certificate in Travel (Level 4)
- New Zealand Certificate in Health & Wellbeing (Level 4)

## New Zealand Certificate In Business LEVEL 04

### 120 Credits

#### NZ Certificate in Business

(Small Business) (60 credits)

#### NZ Certificate in Business

(Administration & Technology) (60 credits)

PROGRAMME LENGTH: 40 WEEKS

(plus holiday breaks)

CLASS TIMES: 20 hours per week,

Monday-Thursday, 9am – 2.30pm

*Class times are subject to change under the discretion*

*of Crown Institute of Studies.*

This is an intensive course that includes two New Zealand certificate qualifications at level four of the New Zealand Qualifications Framework. It provides students with skills to establish their own business as well as work in and for other existing businesses. The course helps students to research and identify New Zealand legal structures, regulations and tools available in order to develop business plans and manage a small business. It also fosters the ability to analyse market opportunities and identify and create strategies for the management of business and financial risks. The course helps students to gain knowledge of marketing concepts.

Graduates of this course have the amazing opportunity to apply for the Crown Small Business Entrepreneur Scheme with up to NZ\$20,000 seed fund to start your small business.

#### THE COURSE CONSISTS OF THE FOLLOWING MODULES:

- New Zealand Business Environment and Legal Requirements
- Market Analysis and Strategy Planning
- Marketing and Promotion Strategy
- Customer Relations and Business Communication
- Business Technologies and Resources
- Business Financial Administration and Management
- Human Resource Operations and Management
- Small Business Continuity Planning

Students are assessed through a mixture of written assessments, presentations and practical role plays that contribute to the achievement of these level 4 Unit Standards:

- US 29058 Develop a business plan for a small business (20 credits)
- US 29059 Manage operations for a small business (20 credits)
- US 29060 Manage staff and human resource processes for a small business (20 credits)
- US 29029 Provide administrative services using business applications and technological devices (20 credits)
- US 29030 Process comprehensive data and perform detailed financial calculations to produce business information (10 credits)
- US 29031 Produce business documents using advanced features and functions of software applications (10 credits)
- US 32348 Maintain administrative systems and processes and recommend improvements to meet business needs (15 credits)
- US 11101 Collaborate within a team which has an objective (5 credits)

#### DOMESTIC ENTRY REQUIREMENTS

- 16 years of age or older at course start date
- NCEA Level 2 or New Zealand Certificate in Business (Level 3) or equivalent
- Students who do not meet the entry requirements may be accepted at the discretion of the Department Head

#### INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age or older at course start date
- IELTS (General or Academic) 5.5 with no band lower than 5.0 (or NZQA approved equivalent)
- 3 years of secondary school or equivalent work experience
- Special circumstances considered at the discretion of the Department Head

#### CAREER OPTIONS

- Office Administrator
- Second-in-charge of a small business
- Business Owner/Manager

#### FURTHER STUDY

- New Zealand Diploma in Tourism & Travel level 5
- New Zealand Diploma in Hospitality Management level 5
- Direct entry option to start a Bachelor of Business, Bachelor of Information Sciences or Bachelor of Construction at Massey University

Crown Small Business Entrepreneur Scheme  
See page 28 for details.  
Maximum NZ\$20,000 seed fund\* to start your small business.

*\*Terms & Conditions Apply*





**LIGA STOPNIECE**

NZ Certificate in Health & Wellbeing  
level 4 student

*"The tutors and other staff members are very supportive and welcoming. They are always open to sharing their knowledge, insight and experience.*

*I have learned a lot during my studies and it's great that I can interact with students and do different kinds of activities in and outside of the classroom."*



**ASHERA PADAYOGDOG**

NZ Certificate in Health & Wellbeing  
level 3 graduate

*"My experience as a student at Crown was fantastic. My studies are very well-supported by the staff and tutors at Crown. I was anxious before the start of the course because I had no prior training or experience in support work.*

*However, as soon as I went to my first class, my tutor did a great job of teaching me."*



**HEALTH & WELLBEING**







## New Zealand Certificate In Health And Wellbeing (Support Work)

### LEVEL 03

#### 60 Credits

COURSE LENGTH: 22 Weeks

CLASS TIMES: 20 hours per week, Monday-Thursday, 9am – 2.30pm

*Class times are subject to change under the discretion of Crown Institute of Studies*

This programme is designed for those who want to start a career in the health and wellbeing industry. It teaches transferable skills and knowledge that are highly valued across the sector.

The purpose of this programme is to recognise the skills and knowledge required to provide person-centred support in the health and wellbeing sectors. It will also equip students with professional attitude, skills and hands-on experience which would enable them to contribute to enhancing the health and wellbeing of an individual in a home or an organisation. Graduates of the programme will possess the skills and knowledge valued across the sector and will be capable of working in a range of roles under limited supervision. The course includes 150 hours of work placement in a support worker setting.

#### THE COURSE CONSISTS OF 4 MODULES, WHICH COVER:

- Health & Wellbeing awareness for care professionals
- Healthcare safety & support, advocacy, and inclusion
- Engagement and relationships in health care environment
- Holistic community care / clinical placement (150 hours)

*Students are assessed through a mixture of written assessments, presentations, and practical role plays.*

#### DOMESTIC ENTRY REQUIREMENTS

- 16 years of age or older at course start date (be at least 17 years of age before the clinical placement)
- Have recent police vetting.
- Have completed year 12 or NCEA Level 2
- Pre-enrolment interview
- Demonstrate adequate literacy and numeracy levels.
- Alternatively, students with the skills to succeed in tertiary studies will be considered, these skills could be acquired through work and/or life experience. Such applications will be considered under the discretion of Department Head

#### INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age at course start date
- IELTS (Academic or General) 5.0 with no band lower than 5.0 (or NZQA approved equivalent)
- 3 years secondary school education or agreed equivalent
- Recent police vetting
- Special circumstances considered at discretion of Department Head

#### CAREER OPTIONS

- Healthcare Assistant (Across most Health & Wellbeing related organisations)

#### FURTHER STUDY

- New Zealand Diploma in Hospitality Management (Level 5)
- New Zealand Certificate in Travel (Level 4)
- New Zealand Diploma in Tourism and Travel (Level 5)
- New Zealand Certificate in Health and Wellbeing (Level 4)

## New Zealand Certificate In Health And Wellbeing LEVEL 04

### Disability Support and Mental Health & Addiction Support strands 120 Credits

COURSE LENGTH: 40 Weeks

CLASS TIMES: 20 hours per week, Monday-Thursday, 9am – 2.30pm

*Class times are subject to change under the discretion of Crown Institute of Studies*

The aim of this program is to develop professional, ethical, and capable entry-level Support Workers who have a passion for empowering those with disabilities and mental health and addiction support needs and supporting people, family and/or whanau accessing social and community services. Graduates will benefit by gaining recognition of transferable skills and knowledge valued by the health and wellbeing sector and specific skills and knowledge required to perform duties as Support Workers. This course includes 200 hours of work placement.

#### THE COURSE CONSISTS OF THE FOLLOWING MODULES

- The health and wellbeing sector and contemporary priorities in Aotearoa New Zealand
- Te Tiriti o Waitangi, biculturalism, and multiculturalism in Aotearoa New Zealand
- Ethics and professional practice in the Health and Wellbeing sector
- Cultural identity, awareness, and engagement with tangata, family and whanau
- Self-awareness and reflective practice in a Health and Wellbeing setting

#### DISABILITY SUPPORT ELECTIVE MODULES

- Disability care and support in Aotearoa New Zealand
- Personal leadership and communication in a disability support setting
- Working collaboratively in a disability care setting
- Safe practice and strategies in disability

#### MENTAL HEALTH AND ADDICTION SUPPORT ELECTIVE MODULES

- Mental health and addiction knowledge skills and values
- Mental health and addiction issues in Aotearoa New Zealand
- Mental health and addiction support advocacy and inclusion
- Recovery in mental health and addiction in Aotearoa New Zealand

*Students are assessed through a mixture of written assessments, presentations, and practical role plays.*

#### DOMESTIC ENTRY REQUIREMENTS

- 17 years of age or older at course start date
- Have recent police vetting
- Have completed year 12 or NCEA Level 2
- Pre-enrolment interview
- Students who do not meet the entry requirements may be accepted at the discretion of the Department Head

#### INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age at course start date
- IELTS (Academic or General) 5.5 with no band lower than 5.0 (or NZQA approved equivalent)
- 3 years of secondary school education or agreed equivalent
- Have recent police vetting
- Special circumstances considered at the discretion of the Department Head

#### CAREER OPTIONS

- Mental health support worker
- Addiction support worker
- Drug treatment support worker Community support worker
- Child or youth residential care assistant
- Aged care worker
- Nursing support worker
- Personal care assistant





**RACHEL ANDERSON**

NZ Certificate in Food & Beverage level 3 and  
NZ Certificate in Business level 3 graduate  
Shift Leader  
Lone Star Restaurant



*“While studying at Crown, I was able to improve my presentation and writing skills. Crown’s staff were very helpful, and the course layout and time allowed for assignments were excellent.*

*Different teaching methods were used to help students with varying abilities to achieve to their best standards.”*



**JESSE HARFIELD**

New Zealand Diploma in Hospitality  
Management level 5 graduate  
Wait Staff  
The Northern Club

*“My time at Crown allowed me to realise my passion for the hospitality industry. Crown placed me at The Northern Club for an internship, which resulted in a job offer.*

*Crown’s tutors are incredibly supportive, they motivated me to complete all my assignments and graduate.”*



HOSPITALITY







## New Zealand Certificate in Food & Beverage Service LEVEL 03

### 60 Credits

Café and Bar strands

PROGRAMME LENGTH: 20 Weeks

CLASS TIMES: 20 hours per week,

Monday-Thursday, 9am – 2:30pm

*Class times are subject to change under the discretion of Crown Institute of Studies.*

This course will give students the skills to 'hit the ground running'. Students will learn practical skills such as making coffee and cocktails, gain knowledge about food safety, wine and beer (with an emphasis on New Zealand wines). The course also covers health and safety legislation and the License Controller Qualification (LCQ). Class trips to restaurants, hotels and food festivals to see new trends in the industry are included. This programme is designed for people looking to enter the hospitality industry with no prior knowledge or experience.

### THE COURSE CONSISTS OF THE FOLLOWING MODULES

- Food Safety
- Customer Service, CV and interview skills
- Barista and Café services
- Legislation; standard operating procedures
- Wine, beer, spirits and cocktails

*Students are assessed through a mixture of written assessments, presentations and practical role plays.*

### DOMESTIC ENTRY REQUIREMENTS

- 18 years of age at course start date. (16 and 17 years of age must provide written permission from parent/caregiver)
- NCEA Level 2
- Students who do not meet the entry requirements may be accepted at the discretion of the department head

### INTERNATIONAL ENTRY REQUIREMENTS

- You must be aged 18 years or older when you start the course
- IELTS 5.0 (General or Academic) with no band lower than 5.0 (or NZQA approved equivalent)
- 3 years of secondary school or equivalent work experience
- Special circumstances considered at the discretion of the Department Head

### CAREER OPTIONS

- Bartender
- Café Worker
- Barista
- Waiter
- Food and Beverage Attendant

### FURTHER STUDY

- New Zealand Certificate in Business (Level 4)
- New Zealand Certificate in Travel (Level 4)
- New Zealand Diploma in Hospitality Management (Level 5)

## New Zealand Diploma in Hospitality Management LEVEL 05

### 120 Credits

PROGRAMME LENGTH: 40 Weeks

CLASS TIMES: 30 hours per week,

Monday-Thursday, 9am – 4:00pm

*Class times are subject to change under the discretion of Crown Institute of Studies.*

This course builds upon existing skills and knowledge in hospitality and helps students to 'think like a manager'. People are at the heart of the hospitality industry, and students will learn not only how to manage staff, but also how to provide amazing experiences for their guests. Students will learn the legal and financial framework that governs the industry, and how to adapt their business as the market changes. Assessment is through written case studies, industry research, presentations and Q&A sessions with the tutor. In addition, students will complete a 60-hour Real World Experience internship along with gaining their License Controller Qualification (LCQ). Hotel and restaurant visits are conducted throughout the programme to see theory put into practice.

### THE COURSE CONSISTS OF THE FOLLOWING MODULES:

- Facilities and Revenue Management
- Compliance and Legal Requirements
- Leadership
- Customer Service
- Human Resources
- Market Variability
- Supervision in Food and Beverage
- Supervision in Accommodation

*Students are assessed through a mixture of written assessments, presentations and practical role plays.*

### DOMESTIC ENTRY REQUIREMENTS

- 18 years of age at course start date. (16 and 17 years of age must provide written permission from parent/caregiver)
- NCEA Level 3 or NZ Certificate in Food & Beverage Level 3 or equivalent
- Students who do not meet the entry requirements may be accepted at the discretion of the department head

### INTERNATIONAL ENTRY REQUIREMENTS

- You must be aged 18 years or older when you start the course
- IELTS (Academic) 5.5 with no band lower than 5.0 (or NZQA approved equivalent)
- 3 years of secondary school or equivalent work experience
- Special circumstances considered at the discretion of the Department Head

### CAREER OPTIONS

- Hotel Shift Supervisor
- Assistant Manager
- Facilities Management Assistant
- Human Resources Coordinator
- Duty Manager

### FURTHER STUDY

- The Crown & Hang Seng University of Hong Kong Pathway Programme
- If you successfully complete this course you may wish to continue your studies at degree level. You may be eligible for credits toward further study.





# TRAVEL & TOURISM



## **TEEJ COWARD**

NZ Certificate in Travel level 4 and NZ Diploma in Tourism & Travel level 5 graduate  
Jungle Cruise  
Walt Disney World Resort, Orlando, Florida, USA

*"I want to say a big thank you to Crown for preparing me for this once in a lifetime experience and for encouraging me to step out of my comfort zone to do this. I still cannot believe I am actually here."*

## **JP MACPHERSON**

NZ Certificate in Travel level 4 and NZ Diploma in Tourism & Travel level 5 graduate  
Operations Supervisor  
AJ Hackett Bungy

*"The tutors at Crown were really supportive, I gained insights about cruise, flight attending and knowledge of the tourism and travel industry, most importantly, I acquired customer services skills which can be applied to many industries."*







## New Zealand Certificate in Travel LEVEL 04

### 60 Credits

PROGRAMME LENGTH: 20 Weeks

CLASS TIMES: 20 hours per week

Monday-Thursday, 9am – 2.30pm

*Class times are subject to change under the discretion of Crown Institute of Studies.*

Graduates will have the skills and expertise to start in the Travel Industry and immediately contribute to their chosen organisation. You will learn the fundamentals of Amadeus, one of the most widely used reservations systems in the travel industry. The course covers selling and marketing skills, customer service, world geography, cruising & airline terminology. You will also visit tourist facilities such as Auckland International Airport, Maritime Museum, and cruise ship facilities.

### THE COURSE CONSISTS OF THE FOLLOWING MODULES:

- Air, Land and Sea
- Travel IT
- Adventure Tourism Product
- Sustainable Travel
- Care and Duty of a Travel operator
- Selling Skills

*Students are assessed through a mixture of written assessments, presentations and practical role plays.*

### DOMESTIC ENTRY REQUIREMENTS

- 16 years of age or older at course start date
- NCEA Level 2 or Tourism Level 3 (if Travel or Tourism were included in your subjects)
- Students who do not meet the entry requirements may be accepted at the discretion of the department head.

### INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age or older at course start date
- IELTS (General or Academic) 5.5 with no band lower than 5.0 (or NZQA approved equivalent)
- 3 years of secondary school or equivalent work experience
- Special circumstances considered at the discretion of the Department Head

### CAREER OPTIONS

- Tour Guides
- Airline Representative
- Events Coordinator
- Reservations Consultant
- Junior Travel Consultant
- Flight Attendant

### FURTHER STUDY

- New Zealand Diploma in Tourism & Travel level 5
- New Zealand Diploma in Hospitality Management level 5
- New Zealand Certificate in Business level 4

## New Zealand Diploma in Tourism & Travel LEVEL 05

### 120 Credits

PROGRAMME LENGTH: 40 Weeks

CLASS TIMES: 30 hours per week

Monday-Thursday, 9am – 4:00pm

*Class times are subject to change under the discretion of Crown Institute of Studies.*

This diploma-level course provides a broad overview of the NZ tourism industry. Emphasis is placed on developing strong business and workplace management, as well as communication skills, allowing graduates to become leaders of the industry. Graduates will have excellent knowledge of tourism operations, these include business systems, commercial aviation, finance and budgeting, trends in the tourism environment and understand market changes in the industry.

### THE COURSE CONSISTS OF THE FOLLOWING MODULES:

- Effective Communication in Travel and Tourism
- Workplace Management and Personal Work Ethics
- NZ Tourism Sector: Region-by-Region
- Trends in the International Tourism Environment
- Finance and Budgeting
- Business Systems Development
- Commercial Aviation
- Tourism Venture Improvements

*Students are assessed through a mixture of written assessments, presentations and practical role plays.*

### DOMESTIC ENTRY REQUIREMENTS

- 18 years of age at course start date.
- NCEA Level 3 or NZ Certificate in Travel level 4 or equivalent or at least one year work experience in the tourism or travel industries.
- Students who do not meet the entry requirements may be accepted at the discretion of the department head.

### INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age or older at course start date
- IELTS (Academic) 5.5 with no band lower than 5.0 (or NZQA approved equivalent)
- 3 years of secondary school or equivalent work experience
- Special circumstances considered at the discretion of the Department Head

### CAREER OPTIONS

- Travel and Travel Development Coordinator
- Marketing and Promotions Roles
- Tourism Operations Supervisor
- Business Development Coordinator

### FURTHER STUDY

*If you successfully complete this course you may wish to continue your studies at degree level. You may be eligible for credits toward further study.*



# INTERNSHIP AND REAL WORK EXPERIENCE

**Internship or “Real World Experience” (RWE) is a core component of all our courses.**

**They play a crucial role in equipping students with the skills and experiences required to find a job and excel in it.**

*Crown works with numerous local businesses, multinational corporations, tourism operators, travel agencies, hotels, restaurants and health organisations to ensure students are placed into positions that suit their character and needs. Organisations we work with have great staff development and advancement opportunities, many of our students continue to be employed by them upon completion of their studies.*

# STUDY & WORK PROGRAMME

*This is an optional service available to students currently studying at Crown. Study & Work has been designed with the help of employers, recruitment agents, schoolteachers, and careers advisors to prepare you for work. You will learn the skills needed by the hiring companies upon graduating from the programme whilst gaining invaluable practical experience as well as earning money during your studies.*

## **The programme includes:**

- Free professional training in employment skills and customer service from Function Staff, our Study and Work partners.
- Paid casual / part-time employment with Function Staff during your course.
- Free 1-1 CV preparation, career advice and interview skills with Crown's career service team.
- A standard reference will be included at the end of your program upon request.

# JOB SEARCH FAIR

**Crown in partnership with Worldwide School of English runs a Job Search Fair every 9 weeks at Crown Institute main campus.**

The event brings together different companies that are looking for staff, providing the students with an opportunity to use the CV and the job skills built during the CV class. Many students sign up for jobs on the spot and get the chance to secure a real job apply term and conditions.

\*All students must go through the hiring process for each company they sign up with. Crown Institute does not guarantee any job as this is a private hiring process that varies from company to company.

# CROWN SMALL BUSINESS ENTREPRENEUR SCHEME

**The Small Business Entrepreneur Scheme offers selected students a platform to outwork their entrepreneurial knowledge.**

**A seed fund\* and comprehensive mentoring will help materialise the business opportunity.**

## **ELIGIBILITY**

*Graduates of New Zealand Certificate in Business Level 4 can apply for the Scheme within six months of course completion. A maximum of two business plans per calendar year will be funded.*

## **SCHEME DETAILS**

*Aspiring students will submit a business plan to the scheme's committee for consideration. Selected students will have four weeks to complete their business plan. Consultation sessions and one-on-one mentoring will be provided. The Business Plan must be feasible, detailed and comprehensive.*

*\*The Seed Fund is an investment in a Kiwi Entrepreneur's business. As an investor and shareholder Crown will receive dividends for a determined period and under defined conditions.*

*A maximum \$20,000 will be invested. The total investment will not exceed 20% of total shares of the Entrepreneur's business.*

*After the first 12 months, if the business is profitable, Crown will start to receive its share of dividends from the business, which is a maximum 20% of profits.*

*Crown is eligible to receive up to 150% of the invested seed fund. After this threshold is reached, Crown will cease to receive any further share dividends from the business, and will no longer be considered a shareholder of the business.*

*If the business is not making a profit or closes down, the Entrepreneur will not be held to any obligation to return the seed fund.*

*While Crown's intention is not to profit from the Scheme, it is important that the Seed Funded business be self-sustaining.*



# English Language and International Programmes



# English Language

## English Language Programmes for study groups (Including under 18 year olds):

- English and Activities
- Travel & Tourism
- Airline Services
- International Tourism
- Flight Attendant
- Cruising Sector
- Hospitality
- Food Safety
- Barista and café service
- Mocktails and bar service
- Customer services
- Hospitality Management
- Health & Wellbeing
- Health care safety and support
- Health and wellbeing awareness for professional
- Health care environment
- Health care equipment
- Art & Culture
- Introduction to NZ Art and Culture
- Fashion Design (in partnership with Whitecliffe College)

We offer 8 General English levels. At each level we teach essential grammar, vocabulary, functions of writing and reading skills. Students also receive listening and speaking practice by teachers encouraging them with giving opinions and asking various questions.

As well as taking lessons, you will have plenty of time to sight-see and explore New Zealand.

Please contact us for more information.



*"I highly recommend Crown to anyone who is interested or excited about the program it offers. Joining this educational community has been one of the best decisions of my life, and I promise you won't be disappointed."*

**JACK CHAIONGKAN,**  
Study and Experience programme

*"If you enjoy collecting experiences, learning about different cultures, and studying subjects like hospitality, business, tourism, or similar fields, I strongly suggest joining this program. It's a great opportunity for those who love these things, and I assure you it's a fantastic program to be a part of."*

**PRAKAIKAEW CHAIONGKAN,**  
Study and Experience programme





# Study and Experience Programme Graduate

- Business
- Health and Wellbeing
- Hospitality
- Tourism

# Crown Internship Programme

## 30 week programme

- 12 weeks English
- 12 weeks vocational studies in either Business, Hospitality, or Travel & Tourism
- 6 weeks unpaid internship

## 42 week programme

- 24 weeks English
- 12 weeks vocational studies in either Business, Hospitality, or Travel & Tourism
- 6 weeks unpaid internship

### PROGRAMME LENGTH: 2-6 WEEKS

**STUDY: Monday-Wednesday 9am-2.30pm**

**EXPERIENTIAL LEARNING: Thursday – Friday (up to 12 Hours per week)**

*\*Experiential learning hours vary and may include weekends depending on the provider.*

*This programme provides both classroom and experiential learning. Students will be able to improve their English and vocational knowledge and also have the opportunity to partake in industry tours and other exciting educational activities. The programme has an interesting balance between education and leisure where international students of all English ability can enjoy and experience what New Zealand is all about.*

**AT SUCCESSFUL COMPLETION OF THE PROGRAMME STUDENTS ARE AWARDED A CROWN CERTIFICATE OF COMPLETION.**

### INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age at course start date
- IELTS (General or Academic) 4.0, TOEIC 400, or equivalent OR take a short Crown test and online interview to verify a suitable level of English
- International students from a visa waived country; and students with a working holiday visa, a work visa or visitor visa, are eligible to take this course.

### PROGRAMME LENGTH: 30 or 42 WEEKS

**STUDY: Monday-Thursday 9am-2.30pm**

**Fridays 9am-12pm (English only)**

*This programme is of great benefit to international students' career prospects. As they immerse themselves in Crown's vibrant culture, their command of the English language improves exponentially. The internships provide valuable work experience and experiential knowledge of New Zealand's industry, and our multifaceted culture.*

**AT SUCCESSFUL COMPLETION OF THE PROGRAMME STUDENTS ARE AWARDED A CROWN CERTIFICATE OF COMPLETION, AND A REFERENCE LETTER FROM THE INTERNSHIP PROVIDER.**

### INTERNATIONAL ENTRY REQUIREMENTS

- 18 years of age at course start date
- IELTS (General or Academic) 4.0 or TOEIC 405 or equivalent OR take a short Crown test and online interview to verify a suitable level of English
- For internship only option, IELTS (General or Academic) 5.5 or TOEIC 785 or equivalent OR take an intensive English training course and demonstrate you have the suitable level of English to undertake an internship





# Short Course Centre

Short Courses allow students to test the waters and help them make an informed decision regarding their career avenues. Crown offers Gateway and STAR programmes for secondary school students, as well as skill-based short courses for international students.

These have been developed keeping in mind the most important skills and knowledge that are required by the industry. This has been ensured by actively consulting the industry and other education providers.

Short courses we currently offer:

- Barista
- Mixology
- Hospitality service
- Flight Attending
- Travel & Tourism
- Business & Communication
- Health & Wellbeing

Please see our website or contact us for more information. We will be continually adding new courses to the Short Course Centre.

# Pathways to Universities

## MASSEY UNIVERSITY STUDY PATHWAYS

Study business at Crown, continue your studies at Massey University

Domestic and international students graduating from Crown's New Zealand Certificate in Business (Level 4) will be eligible for direct entry into year 1 of the following programmes from Massey University:

- BACHELOR OF BUSINESS (ANY MAJOR)
- BACHELOR OF INFORMATION SCIENCES (ANY MAJOR)
- BACHELOR OF CONSTRUCTION (ANY MAJOR)

Upon fulfilling the entry requirements for Crown's NZCBL4 and successfully completing it, students are considered to have met both the academic and English requirement of the above mentioned Bachelor programmes, no further English tests are required.

## OVERSEAS STUDY PATHWAY

Crown's eligible students are afforded the privilege of studying for 12 months at one of Hong Kong's leading private universities.

Successful students, who have completed Crown's Level 5 Diploma programme, will be eligible to study Year 1 of the relevant Degree programme at Hang Seng University of Hong Kong (HSUHK).

HSUHK is an award-winning green campus, aiming to foster young talent to think critically, be innovative, and demonstrate moral values, a caring attitude, and be socially responsible.

**PROGRAMME:** Year 1 of Degree Course at The Hang Seng University of Hong Kong.

**ELIGIBILITY:** \*Students who have completed one of Crown's Level 5 Diploma programmes.

**SCHOLARSHIP:** Either half or full tuition fees. This scholarship is enabled through the generosity of Crown and the Hang Seng University of Hong Kong. Scholarships are awarded on merit at the discretion of Crown and the HSUHK.



香港恒生大學  
THE HANG SENG UNIVERSITY  
OF HONG KONG





# International Students Only

*When you decide to study at Crown Institute, you will have a variety of accommodation options to consider, with three popular choices being homestay, apartments and hostels.*

*Whether students prefer the camaraderie of student-centered living or the warmth and support of a host family, homestay, apartments and hostels offer valuable accommodation choices that cater to the diverse needs and preferences of international students.*

## **HOMESTAY**

Homestays offer a unique cultural experience, as students have the chance to live with a local host family. This option allows for a deeper immersion into the local lifestyle and customs, fostering cross-cultural understanding and language development.

You will experience local food and the 'Kiwi Culture'. We place students with local families to live with while studying at Crown Institute. The homestay family will show them how to get to school on their first day. As all our families live close to a bus stop, the commute is between 45-60 minutes by bus.

## **APARTMENTS**

Apartments offer a dynamic and independent living environment, providing students with the opportunity to reside alongside fellow students in a shared or private apartment setting. These apartments often come equipped with essential amenities, creating a comfortable and convenient living space.

We offer a private single room with shared facilities. The apartments are within easy walking distance (5-10 minutes) to Crown Institute, the Britomart precinct, pubs, café's, entertainment, and all public transport. All rates include power and water. Wi-Fi fee is not included.

## **HOSTELS**

Hostels are budget student accommodation. They are located in the heart of Auckland City, within an easy walking distance to Crown Institute. Many hostels offer a range of free weekly activities to students.

*Please note that the homestays, apartments and hostels are not owned or operated by Crown Institute.*



# HOW TO APPLY

01

Apply Online via [crown.ac.nz/apply.now](https://crown.ac.nz/apply.now) or:

**Domestic Students** – Contact your school Careers Advisor if you are a secondary school student or complete our online registration form on our website and select your preferred programme.

**International Students** – Contact your local authorised educational advisor.

**Application Received:**

**Domestic Students** – We will contact you via email and/or phone to arrange an in-person interview and campus tour.

**International Students** – We will contact you within two working days to arrange an online interview.

02

03

**Online Enrolment form:**

A link to the form will be emailed where any requested supporting documents can be uploaded.

**Offer of Place:**

We will review your application and an Offer of Place will be issued to confirm your enrolment has been accepted.

04

05

**Fees paid:**

**Domestic Students** – Fees can be paid via Fees Free, Studylink or bank transfer.

**International Students** – Fees to be paid via bank transfer or credit/debit card.

**Orientation:**

We will advise an orientation date before welcoming you to start class.

06

## CODE OF PRACTICE

**When students choose to pursue their studies in New Zealand, it is crucial for education providers to fulfil their significant obligation of keeping these students well-informed, safe, and properly looked after.**

The Code of Practice serves as a comprehensive document that precisely delineates the legal obligations that education providers must adhere to when enrolling international students. At Crown, we prioritise the safeguarding of our students by diligently complying with all the stipulations outlined in the code. The full, legislative version is also available on the New Zealand Legislation website.

*This booklet is based on current information available at time of publishing. Crown Institute of Studies do not take any responsibility or liability for any errors, omissions, or failure to update this information.*

## PUBLIC TRUST

The New Zealand Government requires all private training establishments registered with the New Zealand Qualifications Authority (NZQA) to have some form of protection for fees paid to them in advance. This is a student fee trust account which ensures that students receive a refund of the fees (or portion of fees) in case something happens to the provider due to closure, insolvency or loss of NZQA accreditation.

## INSURANCE

During their time studying in New Zealand, it is mandatory for all international students to hold suitable medical and travel insurance. At Crown, we offer an exceptional insurance package called UniCare Insurance, which provides the necessary coverage for students, ensuring their wellbeing in unforeseen circumstances.



**CROWN**  
INSTITUTE OF STUDIES  
AUCKLAND • NEW ZEALAND

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