



## Appendix G

# Travel Careers & Training 2009

Welcome to Travel Careers & Training. We are delighted that you have chosen to train with us and we look forward to a positive and successful relationship.

## Student Handbook Rules and Guidelines

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## **Accepting a Position**

If you accept a position in the airline, travel or tourism industry before you complete your course you may still participate in the educational with your group if your employer agrees. There is no refund for not going on the educational or for the units you have not completed.

If the position is not a recognised travel industry position then you will not be able to go on the educational as we work with suppliers to obtain discounts on the understanding that you are looking for a position in the industry on completion of the course.

If you have not completed your course the following options are available to you at no additional charge.

- Join another Day Class
- Complete units by Distance Learning (A selection of Level 3 and 4 units are available)

Please note, these options are subject to availability.

## **Accidents**

Please report any accidents to a Tutor, Sales & Marketing or the Campus Manager immediately.

Travel Careers and Training have a Health and Safety plan in place which is reviewed twice annually by the Campus Manager. Any accident that occurs needs to be reported to the Health and Safety Officer (Campus Manager) and logged in the accident register. An investigation will occur to identify all hazards concerned so that the issue can be minimised/eliminated. Should you notice any potential hazards please advise a tutor or the campus manager immediately.

## **Administration**

Office hours for administration are 8.30am – 5.00pm. The team are there to assist with any queries you may have.

They are also available for any course related issues including Studylink payments. As all administration staff get extremely busy at certain times of the year, an appointment to see the appropriate person may be necessary.

## Administration Costs Sheet

<b>Photocopying</b>	20¢ per page
<b>Faxing</b>	\$1.00 per page (National calls only) No charge for receiving faxes (on very rare occasions)
<b>Binding</b>	\$3.00 per booklet (Including the binding, plastic front and back page)
<b>Printing</b>	40¢ per page printed

Stamps, envelopes or stationery are not available for students to buy. Please make sure you have the correct money as change is not available from Reception

## Appealing Results

If you wish to appeal a result, you will need to discuss this with your Head of Studies within 10 working days of receiving the result. If the matter is not resolved to your satisfaction, you may appeal to the Campus Manager. The Campus Manager will review your assessment against the marking guide, discuss it with the tutor and inform you of the decision. If you are dissatisfied with the outcome, you may present your case in writing to the General Manager, 766 River Road, Hamilton. Your case will be reviewed in terms of the fairness and correctness of the procedures followed. You will be advised of the decision within 10 working days. If your appeal is unsuccessful, you may have an opportunity to resubmit your assessment. You should discuss this with the Campus Manager.

## Assessments

Assessments for the unit standards vary. Some will be by written exam, others by assignments, role-plays or observations. Your tutor will explain the assessment procedures.

All work for assessments, both classroom and home study, must be your own work. Copying or using notes, from previous students or the internet is not acceptable.

Assessments will be shown to you upon completion of marking, and returned to you at the end of the course. The management of Travel Careers and Training will deal with any cases of cheating seriously.

**Flight Attendant Course:** In addition to NZQA unit standard assessments you will also be required to complete written and practical exams, similar to the ones you would complete once employed by an airline as a flight attendant. These will be closed book exams and an 80% pass mark is required for each exam to be eligible for the certificate. One resit is permitted in total. This is the same criteria as airlines have.

The International Flight Attendant Qualification has changed in that the CAA Certificate has been upgraded to a Travel Careers & Training/Airline Training Solutions Certificate containing both written exams and also practical demonstrations which will take place in the 737 cabin trainer. This certificate will replace the one outlined in the prospectus for flight attending.

### **Assessment and Exam Procedures**

- You will be required to leave all bags at the front of the room.
- You may have with you applicable workbooks, a pen and a calculator (if required).
- The supervisor will hand out blank paper if required. You may not use your own blank paper or pads.
- No red pens, pencils or twink / white out are allowed.
- No cell phones are permitted.
- During the assessment you are not allowed to communicate with other students. If you have any concerns or queries you must raise your hand and wait for the supervisor to assist.
- Once you have completed your assessment you may quietly leave your paper with the supervisor and exit the room. You will not be allowed back in once you have left.
- Please use the bathrooms prior to the assessment commencing. If you do need to use the bathroom during the assessment you will need to let the supervisor know and return to the examination room immediately. You are not permitted to leave the building at any stage.
- Cheating in any form is a serious offence and will be dealt with by management.
- The maximum turnaround time for assignments and assessments could be up to three weeks.

### **Attendance**

If you are unable to attend class or if you are going to be late, you are required to advise us before 9.00 am by phone on 09 358 3006 or by email on: [info@travelcareers.co.nz](mailto:info@travelcareers.co.nz). A text message to a friend is not acceptable.

Appointments should be made outside of class time. Arriving late or leaving early will see you marked absent for that half day.

If you have missed a class, extra catch up tuition can be provided at a cost of \$40.00 an hour. If you have a medical certificate for your absence you will need to arrange with your tutor to join another group to make up the lost tuition.

If you have not attended class for a period of one week without advising us we will write to you. You will be informed that if we have not heard from you by the date stated, we will assume that you have withdrawn from the course and immigration/Studylink will be advised if applicable.

## Cell Phones

Phones must be off and unseen so that they do not disturb classes. You may use phones in your breaks or after class. Text messaging is not permitted during class time or on visits. Bags may be stored away from you during class.

## Change of Address or Phone Numbers

Please let us know if you change your address, phone numbers or email address during or up to six months after the course has finished. We may like to contact you for situations vacant or so any additional certificates etc. can be sent to the correct address.

It is a requirement that International Student must advise the Campus Manager of any change of address, accommodation type or contact numbers immediately.

## Computers

The computers are not available for personal use and no disks may be brought in. This is to protect our computer system for everyone.

Each computer is named and you will be allocated a computer to use for Amadeus, Word Processing, Internet and Email. Please do not use other computers without checking with a tutor first.

The computers are set up for training purposes only and you may not, under any circumstances, change any of the settings, screen savers etc. Any such changes would mean disciplinary action including being refused access to the computers.

The computers are available for you to complete any extra study for ***Amadeus or Word Processing only***. Please arrange this with a tutor.

If you are unable to complete any computer studies within the given time of the course you may return and finish the unit. This will incur the following charges unless special circumstances prevail.

\$35.00 per day  
\$150.00 for five days

This charge is applicable whether you are here for two hours or eight hours, and is applicable for all areas involving the computers.

## Course Fees

The direct cost of the course for you is on the Dates and Costs page in the brochure pack. For New Zealand citizens or permanent residents the Ministry of Education subsidises part of your course fee.

### **Course Costs include:**

GST (Government Goods and Services Tax)  
NZQA registration and credit fees  
All tuition, workbooks, manuals, and resources  
All outside visits, and domestic field trips

## **Course Costs exclude:**

### **General**

- Personal stationery
- NZQA and IATA/UFTAA certificates.
- NZQA \$ 15.00 per certificate (maximum of 3)
- IATA/UFTA Foundation Diploma \$ 290.00 per certificate (maximum of 1)
- Resit fee for IATA Unit Std 18218 - \$30.00 per resit
- Late fees: \$ 30.00
- Lost, destroyed or stolen workbooks: \$ 10.00 per workbook.

### **Domestic Educationals**

- Transport to and from the airport/transport station on all educationals
- All meals and drinks
- Items of a personal nature

### **Optional overseas educational**

The educational includes flights ex Auckland or Wellington, accommodation, airport transfers, hotel inspections, and possible sightseeing depending on destination. It is estimated that the extra cost of an overseas educational will be approximately \$750.00.

This cost excludes departure taxes, meals and insurance and domestic fares for Wellington students if flights are ex Auckland.

Due to Government regulations any overseas educational cannot be paid for using a student loan or allowance. Students will need to raise funds for these trips themselves.

The cost for any educational depends on where you go and the activities you experience. We would recommend you have at least NZD50.00 - NZD100.00 per day for your educational.

### **Course Content**

Travel Careers & Training Ltd reserves the right to change or remove any of the course content should they need to do so. Strike action, political unrest or change in airline policy may mean educationals, visits, guest speakers etc cannot go ahead as planned. There is no refund for any part of the course not undertaken for whatever reason. It is not Travel Careers & Trainings intention to change the course however agreements between suppliers and us can change at any time.

The daily and weekly programme can be subject to change without notice.

### **Course Tutors**

Your course tutor is available to talk to you about any queries or concerns during office hours.

### **CV's**

To be considered for placement within the travel industry you must provide the Manager with a professionally presented CV prior to the end of the course. Compiling a CV will be covered during the course.

## Deadlines

It is important that you meet any deadlines, which may be given for the completion of reports and assignments. Therefore when a deadline is set there will be no exceptions to this. If you are unable to meet a deadline then you will be asked to submit the work you have completed so far by this date.

Special cases will be considered by consultation with the Tutor and Management. Late assignments and reports will incur a \$ 30.00 penalty fee.

Reports and assignments must be received by 9.00 am on the due date and handed directly to the Tutor who set the assignment or another specified Tutor.

## Disciplinary Procedures

Disciplinary procedures could occur for inappropriate behaviour. The following is a guideline on what is considered to be unacceptable behaviour:

**Minor behaviour** – e.g Absenteeism, poor standard of dress and presentation, no-show for resits etc. Discussions will be held with you and the tutor concerned. Notes on this discussion will go on your file. If the behaviour continues, it could affect your participation in work experience, industry visits, educational and us assisting you with employment.

**Concerning behaviour** – Poor attitude, lack of participation, lack of respect for staff and fellow students. A discussion will be held between you and notes will be written on your file. It could affect your participation in work experience, industry visits, educational and us assisting you with employment. If it continues, you will have a meeting with the Campus Manager to discuss whether you want and are able to continue with the course.

**Major / Expulsion behaviour** - The following behaviours will be viewed seriously by Travel Careers and Training and may result in **instant expulsion**, or in the circumstances where Travel Careers and Training does not consider that expulsion is appropriate, a final warning will be issued even if no other warnings have been issued previously. The behaviours listed are examples only and the list is not intended to be exhaustive:

- Wilful abuse of or damage to property of Travel Careers and Training or their suppliers
- Drunkenness or being under the influence of or in the possession of, or misuse of illegal drugs
- Inappropriate or offensive sexual behaviour or sexual misconduct
- Assault or abusive behaviour towards another student, staff member or supplier
- Repeated harassment of a staff member or another student
- Plagiarism
- Theft

## **Dress**

You are required to wear corporate dress at all times. A professional appearance will be required of both men and women. This will include long hair tied up or back off your face and no nose or facial jewellery. Denim is not regarded as corporate.

Footwear needs to be appropriate and does not include sneakers, skate shoes, jandals or other casual footwear.

For women this will mean a suit, dress trousers or skirt and blouse or shirt, court shoes, smart sandals or laced shoes.

For men, a suit or dress trousers and a business shirt with a tie, Suit Jacket and business styled shoes.

## **Educational Pre-Requisites**

In order to qualify for an educational you will have:

- No more than 5 days absent in total since your first day at TCT
- Maintained a high standard of corporate dress and behaviour throughout the course
- Shown a positive and professional attitude throughout the course.
- Be deemed by Travel Careers & Training to have the appropriate level of professionalism to represent Travel Careers & Training in the travel industry.
- Handed in all assignments and reports

### **Travel and Tourism students**

Domestic Educational

- Completed the Amadeus exam if scheduled prior to the educational

International Educational

- Completed and passed all of the Level 3 qualification.

## **Guidelines for Educational:**

The group should stay together as much as possible. No one should ever go off alone unless it has been specifically agreed by the tutor.

At night the group should also stay together or in larger groups. The tutor should set a recommended time for everyone to have returned to the accommodation. If anyone is missing please do not leave your door unlocked for them. Under no circumstances are visitors that are not part of the group permitted in any of the rooms unless this has been cleared with the tutor beforehand. Otherwise students could be putting themselves at risk. Any problems with this should be communicated to the tutor immediately.

Professional behaviour is expected of everyone at all times.

Corporate dress is compulsory for flights and for hotel inspections, and at any other time the tutor deems suitable.

Your tutor will give you details about what should be included in your educational report and the date for handing in the report.

## **Emergency Procedures**

Should an emergency arise please follow the instructions of the appointed floor warden who is Mike Carter. Emergency procedure notices are posted in the building. Please take a moment to read these and familiarise yourself with evacuation routes and assembly areas.

## **External Support**

The following agencies can be contacted should you require assistance:

### **Salvation Army**

Community & Family Services  
691 Mt Albert Road  
Auckland  
Ph: 625 7940

### **Salvation Army**

Central Division Headquarters  
202-204 Cuba Street  
Wellington  
Ph: 04 384 4713

### **Citizens Advice Bureau**

305 Queen Street  
Auckland  
Ph: 377 3314

### **Citizens Advice Bureau**

Central Library  
65 Victoria Street  
Wellington  
Ph: 04 472 2466

### **Work and Income New Zealand**

Level 3  
450 Queen Street  
Auckland  
Ph: 0800 551 001

### **Work and Income New Zealand**

Wellington Service Centre  
235-243 Willis Street  
PO Box 11511  
Wellington  
Ph: 04 918 0174

## Facilities

Auckland	Wellington
<p>The lunchroom is located opposite the New York room.</p> <p>The male and female toilets are located along the corridor that leads into Travel Careers &amp; Training. The male toilet is through the door to the first stairwell and the female toilet through the door to the second stairwell.</p>	<p>The lunchroom is located opposite the Africa room.</p> <p>The male and female toilets are located along the corridor that leads into Travel Careers &amp; Training. The male toilet is through the door to the 1<sup>st</sup> stairwell and the female toilet through the door to the 2nd stairwell</p>

### First Aid

A First Aid box is available from reception.

### Food and Drinks

No food or drinks (except water) are permitted in the training rooms. Please enjoy your lunch in the student café provided.

No food or drinks are permitted in the computer room (except bottled water).

We provide tea, coffee and Milo for morning and afternoon tea.

Please do not take your hot drinks outside or consume any food/drinks in the lifts

It is your responsibility to clear away your empty cups and general "mess" that occurs during the day, in the training rooms and in the kitchen. There is a kitchen roster, which is shared amongst the groups to help ensure the kitchen and lunchroom are kept tidy.

### Graduation Certificate - (All Students Travel and Flight Attending)

The TCT Certificate is based on your attendance, dress, attitude and professionalism. In order to receive your Travel Careers & Training Certificate you need to have completed the following:

- Attended all classes or had no more than 5 days absent. Even with medical certificates you may not receive a graduation certificate if you have been absent for more than 5 days unless you have made up the days by attending another class.
- Completed competently all assessments and assignments for the required unit standards.
- Maintained a high standard of corporate dress.
- Handed in all Educational reports.
- Shown a positive and professional attitude throughout the course.

- Be deemed by Travel Careers & Training to have the appropriate level of professionalism to represent Travel Careers & Training in the travel and tourism industry.

## **Grievance Procedures**

If you have a grievance it should be taken to your Course Tutor, Head of Studies or Campus Manager for discussion. It will be discussed with you and, if necessary, any other parties involved, in an attempt to solve it.

If the grievance is unable to be resolved satisfactorily then it can be taken to:

General Manager,  
Travel Careers and Training  
766 River Road,  
Hamilton Ph: (07) 853 0259

If the grievance can still not be resolved then it can be taken to:

Aviation Tourism & Travel Training Organisation  
P O Box 6466  
Te Aro, Wellington Ph: (04) 499-6570

New Zealand Qualifications Authority  
The Terrace  
Wellington Ph: (04) 802-3000

The International Education Appeal Authority  
C/- Ministry of Education  
Private Bag 47 911  
Ponsonby  
Auckland Ph: (09) 374 5481  
Fax: (09) 374 5403  
Email: info.ieaa@minedu.govt.nz

Learners may lodge a complaint using the 'Complaints Kit for Formal Complaints about Providers' if the provider's internal procedures do not result in a satisfactory resolution of concerns. Information on this kit can be found at the following web address:

**<http://www.nzqa.govt.nz/for-learners/rights/complaints.html>**

## **Internal Support Services**

Your internal support service is in the first instance your course tutor who will be able to lend support to your academic learning, and also refer you to other support services if required.

If you need extra tutoring assistance please see a tutor to discuss the matter. Tutors are available half an hour prior to teaching to offer additional tuition.

For International Students the pastoral (general welfare) support person is the Campus Manager. The Campus Manager is available to assist you with requirements such as:

- Accommodation
- Cultural issues
- Road safety and Driving regulations and laws
- General student welfare requirements and requests

There is also a resource of information on the student notice board in the café.

## **NZITT Membership**

Membership to the New Zealand Institute of Travel & Tourism Inc is available to students at Travel Careers & Training for a cost of \$ 33.75. Some of the benefits of joining the organisation are:

- ➔ Acknowledgment by a professional organisation of a member's skills, experience and / or qualifications. By accepting the Code of Ethics, members indicate that they are professional in their work and overall conduct.
- ➔ NZITT operates a Student Mentor Scheme where industry employees of long service volunteer to counsel students undertaking forma studies in tourism and travel.
- ➔ NZITT has the resources to sponsor scholarships and awards directly related to travel and tourism education and attainment.
- ➔ NZITT offers value added benefits to the main intent of membership. e.g. Photo ID card, credit card, industry and other discounts.

More information is available on their website: [www.nzitt.co.nz](http://www.nzitt.co.nz)

## **Orientation Programme**

On your first day of your course you will be given a tour around the premises if you have not already had one. The first day will also involve going through this booklet to discuss any of the points. You will be introduced to your course tutor who will be your liaison for the duration of the course.

## **Our Expectations**

While you are here we expect you to behave as a tourism professional. The Travel and Tourism industry needs people who are friendly, courteous, and sensitive towards others, have a positive outlook, and who enjoy interacting with others in one to one and group situations. Please respect the other students in the course. Look after, encourage and help one another if you can. Arrive on time, give the tutors 100% and try to relax and enjoy the classes.

Swearing or any type of harassment is not regarded as appropriate to the travel and tourism industry. This includes while in class, the lunchroom, on visits, and on educational. Continued poor behaviour could lead to expulsion from the course.

## **Passports and visas**

It is your responsibility to ensure you have the correct documentation such as a valid passport, visa and re-entry visa etc. for the international educational. Some countries require that your passport is valid for six months after departure, and so you will need to check to ensure you have the correct documentation. Failure to have this will result in your non-participation on the educational during your course.

New Zealand Passport forms are available from reception. To avoid additional expense, please do not leave this process until the last minute.

## **Punctuality**

Classes start on time, so please be here at least ten minutes prior to the start of the course. If you are late to class you will be marked absent for half a day.

## **Recognition of Prior Learning/Credit Transfer**

Travel Careers & Training Ltd recognises those students who have gained NQF units prior to the course or who have prior learning. Credit transfer can be obtained by either producing evidence of achievement of the required unit standard .

Alternatively, satisfactory evidence of your prior learning can be presented to your Course Tutor at least 2 days prior the commencement of the unit standard or the assessment completed prior to the commencement of the unit standard. If this is not possible, you will be expected to attend the class and complete the assessment. If you do not attend you will be marked absent.

Travel Careers and Training have a procedure for this and a form can be requested. This will be processed within one week of receipt, for no additional cost

## **Resits**

Resit days are held regularly. It is your responsibility to keep up to date with your resits. You will need to bring any workbooks and material (e.g. calculators etc) required to complete your resit papers.

Additional Resit Days will also be timetabled. You will need to be present for these along with your workbooks, ready to complete any revision and assessments. If you have no resits you will be required to check with your Course Tutor to see if absence is permissible.

If you have resits and do not attend the weekly resits or resit days you will be marked absent.

For the cost of resits, refer to Course costs section above.

Our resources are updated regularly, therefore any resits should be completed within three months from the last day of the course. Should you be able to attempt a resit after this time, a \$ 50.00 fee will be charged. It is highly recommended that Amadeus resits are completed on the same day.

## Results

Throughout the course you will be given an updated Results Notice notifying you of your results. Please check this thoroughly and advise your Course Tutor of any problems.

## Smoking

No smoking is allowed in the building or the entranceway to the building.

## Stationery/Calculators

You will need your own calculator for the course. The calculator need only be a basic one, e.g. from The Warehouse, unless you plan to do the IATA ticketing papers. Stationery is not available for you to purchase from the office.

## Telephone/Fax

Auckland	Wellington
No phone available for student use on campus. However there is a card phone downstairs and prepaid phone cards maybe purchased from the dairy in Wolfe St.	A phone for student use is located in the lunchroom. Calls cost 20c per minute for a local call and the phone does not issue change.  Our business fax line is available should you need to send a fax at a cost of \$1.00 per fax. You will need to arrange this at Reception.

## Tutors

Tutors are available half an hour prior to each class and after class to discuss homework from the day before or material covered that day.

Should you miss a class, please see the tutor before or after class to arrange work books, etc, on your first day back.

## Withdrawal

If you wish to withdraw from your course you must put this in writing and either post it in or hand it in to the office. The cancellation fees are as follows:

- After enrolment but on or within the 8<sup>th</sup> day of the course starting – 10% or \$500.00 whichever is the lesser amount
- After eight days – students will pay the full course fee and no refund is given.

## **Withdrawal of Services**

In the unlikely event that Travel Careers & Training Ltd ceases operating for any reason students may contact the holders of the Travel Careers & Training Ltd Trust Account to apply for any applicable refund of fees.

Address: Student Fee Trust Account  
Public Trust  
PO Box 31543  
Lower Hutt  
Ph: 0800 494 733

## **Work Experience - Travel and Tourism students**

The work experience module is an elective part of the course. It is scheduled once during the 19 week Certificate in Airline, Travel and Tourism course and twice during the 32 week Certificate in Advanced Airline, Travel and Tourism course. It is seen as an integral part of the TCT training programme and essential for exposing students to the work environment. It is timetabled near the end of Level 3 and Level 4 courses and can only be undertaken if all study requirements and academic work have been completed.

To be eligible to participate in Work Experience you must have:

- Attended all classes or had no more than 5 days absent. Even with medical certificates you may not be able to attend work experience if you have been absent for more than 5 days unless you have made up the days by attending another class.
- Maintained a high standard of corporate dress.
- Handed in all assignments and educational reports.
- Shown a positive and professional attitude throughout the course.
- Be deemed by Travel Careers & Training to have the appropriate level of professionalism to represent Travel Careers & Training in the travel industry.
- Completed Interviewing skills and had your interview reviewed.
- Completed and passed the following unit standards
  - 3734 Process travel requirements using a computer reservation system
  - 18215 Demonstrate knowledge and process reservations for Domestic Air
  - 18217 Process domestic and international accommodation and participated in the accommodation role-play
- Work Based Reality (all allocated days)

## Travel Careers & Training Team

### Senior Management Team

Nicole Domett	Chief Executive (Hamilton)
Guy Domett	Chief Financial Officer (Hamilton)
Rosanne Matheson	General Manager (Hamilton)

<b>Auckland Team</b>	<b>Position</b>	<b>Wellington Team</b>	<b>Position</b>
Mike Carter	Campus Manager	Payal Dang	Campus Manger
Natasha Rodrigues	National Sales Exec	Kylie Wilson	Project Manager
Adrian Cook	Head of Studies	Andrea Adams	International Director/ Sales Executive
Sue Harman	Travel Tutor		Head of Studies
Jen Burgess	Travel Tutor	Marcel Tuuta	Travel Tutor
Donnelle Tamaiparea	Travel Tutor	Megan Hall	Flight Attendant Tutor
Kevin Joyce	Travel Tutor	Kim Rose	Travel Tutor
Cindy Sims	Travel Tutor	Alicia Styles	Travel Tutor
Sala Senibulu	Travel tutor	Tom Parker	Travel Tutor
Megan Peterken	Flight Attendant Tutor	Louise Cartwright	Flight Attendant Tutor
Maria Davies	Travel & Flight Attendant Tutor	Andrea Nielsen	Travel Tutor
Frank Bowald	Sales Executive	Vivien Lynch	Sales Executive
Manu Maika	Receptionist	Rebecca Tarring	Receptionist
Maria Murray	Star Administration	Analeigh Peoples	
Vanessa Sammons	Star Administration		

**Please use this booklet as a guide to refer to during and after your course. We hope you enjoy the next few months - if you have any problems or concerns during the course please do not hesitate to discuss it with your course tutor or Management who will be more than happy to help.**

## **Student Copy**

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I have read and understood the Rules and Guidelines for 2009. I agree to abide by these as set out in the handbook.

Student Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

..... ✂

## **Office Copy**

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I have read and understood the Rules and Guidelines for 2009. I agree to abide by these as set out in the handbook.

Student Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_