



Think it.

Do it.

Be it.

Tourism and Hospitality
Management Education

NZQA Approved Category 1 Provider / ITENZ Provider of the Year 2017 / New Zealand Tourism Awards, Tourism Enabler 2017



Tom



02

Kia Ora and welcome to QRC

QRC is New Zealand's premier Tourism & Hospitality Management College. Whether you aspire to a career in adventure tourism or wish to enter the world of hospitality, QRC will prepare you with the skills, knowledge and confidence to successfully pursue your management career. Through a blended delivery of theory, practical & professional learning, QRC encourages you to:

Think it. Current and specialist theory delivered by industry and academic experts.

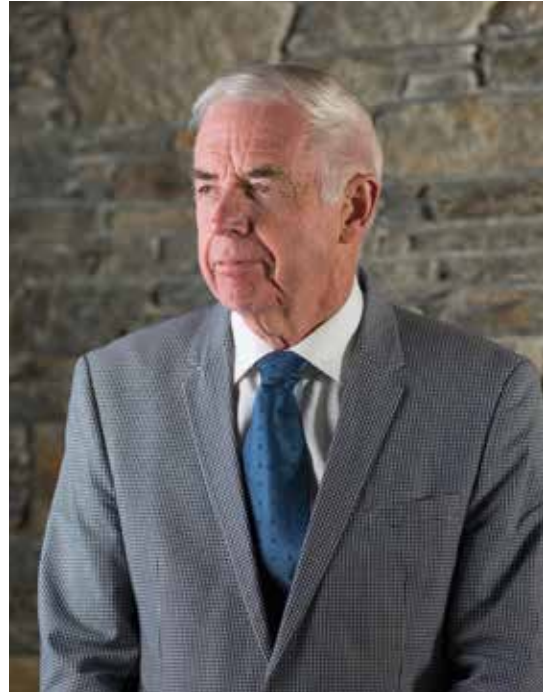
Do it. Practical learning and structured internships built around individual goals and aspirations.

Be it. Professional application preparing for a career in Hospitality or Adventure Tourism Management.

A focus on professionalism, continuous improvement and positive outcomes underpins the culture. QRC has a reputation for producing industry-specific management graduates who are the employees of first choice. Additionally, QRC has been classified as a Category 1 Provider by the New Zealand Qualifications Authority (NZQA), was recognised as the Private Tertiary Provider of the Year in 2017 (ITENZ) and received the Industry Enabler Award at the 2017 Tourism Industry Awards (TIA).

Sir Eion Edgar Chairman

Sir Eion Edgar is recognised throughout New Zealand for his contributions to New Zealand education, business, arts and sports. Sir Eion served as Chancellor of the University of Otago for five years and has been closely associated with the University as a member of its Council for 23 years. Sir Eion is the former Chairman of Forsyth Barr Group Ltd, New Zealand's largest locally owned share broking firm. In recent times he has been President of the New Zealand Olympic Committee and is currently Chairman of Winter Games NZ, Trustee of the Arts Foundation of New Zealand, The Halberg Trust and Patron of the Wakatipu Trails Trust. He has been awarded the Companion of New Zealand Order of Merit (1996) and the Distinguished Companion of New Zealand Order of Merit (2003). Sir Eion holds numerous other directorships and was recognised as The National Business Review's "New Zealander of the Year" in 2004 and the Ryman Healthcare "Senior New Zealander of the Year" in 2010. He was awarded an Honorary Doctorate of Laws by the University of Otago in 2003.



“ *I am extremely proud to be the Chairman of QRC as it continues to forge ahead for continued excellence in education, training, quality and innovation in learning.* ”

Charlie Phillips Chief Executive

QRC's vision is to equip graduates with the skills and confidence to become the employees of first choice.

What better place to study Hospitality and Tourism than in a location that hosts more than 2 million visitors a year.

Many New Zealanders underestimate the strategic importance and contribution Tourism has in relation to the country's economic growth, for example:

- Tourism employs 12% of the workforce – Tourism is our largest industry
- Tourism makes up 21% of New Zealand's total exports

QRC has an important role in developing the workforce and management capability of the sector. To date we have been highly successful – the key to this success is the culture.

All staff want to make a difference and all students want to learn. We are constantly looking at ways to develop and improve.

Learning in a professional environment, achieving an outcome and enjoying the experience are our main objectives.

Charlie Phillips

Chief Executive, Queenstown Resort College





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Reputation for Excellence

QRC prides itself on providing a high quality, unique and world-class learning experience. This results in excellent graduate outcomes; 97% of graduates progress directly into industry employment, or pathway to further study.

The combination of small class sizes, currency of content, industry immersion and the Professional Excellence System, ensure QRC graduates are the employees of first choice.

Ensuring Success

Our Academic Team, led by Academic Director Jacqui Mclean, ensures every student receives an exceptional education and experience at QRC. Working with the QRC Board, Industry Advisory Board, Programme Leaders and Quality Assurance teams, Jacqui directs the overall leadership, management and academic development of QRC's programmes.



Jacqui Mclean
Academic Director,
Queenstown Resort College

“ *Quality is at the heart of all QRC programmes. This is supported and enhanced by an exceptional team of academic and industry specialists.* ”



Queenstown and Bay of Islands

The ultimate places to study tourism and hospitality. Offering a range of world-class industry operators in an environment where tourism and hospitality are 'normalised' enabling students to become active participants and network in the industry.



World Class

High quality delivery, unique learning environments and world class facilities ensure the QRC student is continually exposed to excellence.



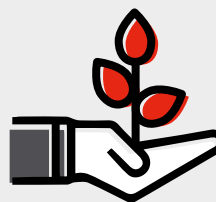
Student Support

QRC's dedicated academic and student services team work together to ensure each student receives a positive outcome. Our student support networks have been developed to create a positive student experience from admissions through to accommodation, pastoral care and graduate support.

“ *Success is underlined by the excellent support systems in place for both domestic and international students, from enrolment through to work placements, internship and graduation. This is through provision of accommodation, work-readiness support, academic support and regular individual monitoring of progress towards goals.* ”

NZQA External Evaluation Review

Internships



The ability to put theory into practice in paid employment is one of the highlights of an education at QRC.

The self-belief and personal growth gained through this process instils a confidence and maturity that prepares students to make informed career decisions.

Graduate outcomes

QRC has a proven track record in providing graduates with a competitive advantage.

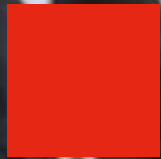


Study

OPPO



vat





Diploma in:

Hospitality Management

LEVEL
6

21
months

INTAKES:
▪ January
▪ April
▪ July
▪ October

Delivered in
BAY OF ISLANDS
&
QUEENSTOWN



Programme at a glance

21 Months – QRC Diploma in Hospitality Management (Level 6)

Graduates are awarded the New Zealand Diploma in Hotel Management (Level 6)

Term 1 & Term 2	Term 3 & Term 4	Term 5 & Term 6
Theory and Practical Training, Industry Immersion	Paid Industry Training (1000 hrs min)	Management Principles & Practice

The internationally recognised Diploma was founded on the Swiss standard of service excellence and equips graduates with the theory, practical skills and professionalism to succeed in the growing hospitality industry.

An industry internship is a key element of the programme, enabling students to put their skills and knowledge into practice and gain valuable real-world experience in an industry setting. The internship creates a unique learning and mentoring environment which enhances the students experience and employability.

Career Opportunities

A QRC Diploma in Hospitality Management prepares graduates with the skills and knowledge needed to work in the world's leading hospitality operators. From luxury resorts and world-renown wineries to premium tourism operations, they all need world class management. QRC trains multi-skilled, qualified and ambitious industry professionals ready to enter the workforce in leadership roles such as: front office, food and beverage, sales and marketing, rooms division, accounts and finance and human resources.

Entry Requirements

All applicants must be a minimum of 18 years of age at course commencement. All applicants are interviewed as part of the admissions process.

Academic Requirement for NZ:

- 10 Level 1 (or higher) Numeracy credits
- 48 Level 2 (or higher) credits over four approved subjects including 4 Reading and 4 Writing credits

Mature Students (20 years +)

Applicants not meeting the entry criteria may be considered on a case by case basis by the Academic Director. Consideration will be given to those with appropriate and evidenced previous academic history, prior work experience and life skills experience.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) can be granted when prior study or work experience is judged to be equivalent to all learning outcomes for a particular QRC paper.

Course Outline

Paper Title	Level
Year One – Term One	
Tourism Fundamentals	5
Information Technology	5
Business Research & Communication	5
Cultural Intelligence	5
Food, Beverage & Bar Service	4
Hospitality Regulations	5

Year One – Term Two	
Business Accounting & Analysis	5
Marketing	5
Food Production	4
Contemporary Food & Beverage Management	5
Hotel Operations	5
Elective 1: Wine	5
Elective 1: Events	5

Year One – Term Three & Four	
Internship A	5
Internship B	5

Year Two – Term Five	
Business Development	6
Leadership	6
Rooms Division Management	6
Hospitality Operations & Cost Control	6
Elective 2: Wine	6
Elective 2: Events	6

Year Two – Term Six	
Law	6
Human Resource Management	6
Economics	6
Managerial Accounting	6
Sales & Marketing	6
Capstone – Hotel Simulation	6



Open up career opportunities around the world



Choose your elective; Wine Studies or Events



Diploma in:

Adventure Tourism Management

LEVEL
6


21
months

INTAKES:
▪ January
▪ April
▪ July
▪ October

Delivered
in

QUEENSTOWN

Programme at a glance

21 Months – QRC Diploma in Adventure Tourism Management (Level 6)		
Graduates are awarded the New Zealand Diploma in Adventure Tourism Management (Level 6)		
Term 1 & Term 2	Term 3 & Term 4	Term 5 & Term 6
Theory and Practical Training, Industry Immersion	Paid Industry Training (1000 hrs min)	Adventure Tourism & Business Management Papers

Developed with industry, the Adventure Tourism Management Diploma has a strong focus on operational safety, risk management and visitor experience.

Industry familiarisation visits provide a unique behind the scenes look at operators while also giving students the opportunity to experience some of Queenstown's adventure activities first-hand. This industry exposure, combined with specialised management theory is what makes QRC graduates the employees of first choice.

The internship allows students to put their knowledge into practice and gain real world experience with an established tourism operator. A key component of the course, the internship, allows students to build industry connections and prepare themselves for a career in the exciting world of adventure tourism.

Career Opportunities

As the adventure tourism industry continues to grow, so do the amazing careers opportunities both in New Zealand and abroad. The Diploma provides the skills and knowledge to enter a range of business areas including operations management, marketing, sales, human resources, training and business development. QRC's strong focus on leadership and business planning has also seen many entrepreneurial graduates start their own ventures in the tourism industry.

Entry Requirements

All applicants must be a minimum of 18 years of age at course commencement. All applicants are interviewed as part of the admissions process.

Academic Requirement for NZ:

- 10 Level 1 (or higher) numeracy credits
- 48 Level 2 (or higher) credits over four approved subjects including 4 Reading and 4 Writing credits

Mature Students (20 years +)

Applicants not meeting the entry criteria may be considered on a case by case basis by the Academic Director. Consideration will be given to those with appropriate and evidenced previous academic history, prior work experience and life skills experience.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) can be granted when prior study or work experience is judged to be equivalent to all learning outcomes for a particular QRC paper.

Course Outline

Paper Title	Level
Year One – Term One	
Tourism Fundamentals	5
Information Technology	5
Business Research & Communication	5
Cultural Intelligence	5
Customer Service Management	4
Comprehensive First Aid	4
Tourism Operations	4
Year One – Term Two	
Business Accounting & Analysis	5
Marketing	5
Adventure Tourism Interpretation	5
Adventure Tourism Event Planning	5
Operation and Risk Management	5
Year One – Term Three & Four	
Internship A	5
Internship B	5
Year Two – Term Five	
Business Development	6
Leadership	6
Consumer Behaviour and Destination Management	6
Sustainable Tourism Development	6
Tourism Futures	6
Year Two – Term Six	
Law	6
Human Resource Management	6
Economics	6
Managerial Accounting	6
Sales & Marketing	6
Capstone – Tourism Strategy Simulation	6



Study in the **adventure capital** of the world



First Aid and Pre-Hospital Emergency Care training and certification.



Certificates in:

Cookery

LEVEL 3
17
weeks

LEVEL 4
34
weeks

INTAKES:
visit
website
for intake
dates

Delivered
in
BAY OF
ISLANDS 

Level 3 Certificate in Cookery

Programme at a glance

17 weeks – Certificate in Cookery (Level 3)

Graduates are awarded the New Zealand Certificate in Cookery (Level 3)

Gain the skills and knowledge to produce basic culinary dishes and work in a commercial kitchen environment.

Mixing practical and theory, the programme provides real-world kitchen experience in addition to fundamental health and food safety theory.

Outcomes

Graduates can gain employment as Junior or Commis Chefs or choose to pathway to QRC's Level 4 Certificate in Cookery.

Entry Requirements

Students must be a minimum of 17 years of age at course commencement. Completion of NCEA Level 2 or equivalent is desirable.

All applicants are interviewed as part of the admissions process.



Gain real-world
commercial kitchen skills

Course Outline:

Level 3 Certificate

Paper Title	Level
Fundamentals of Commercial Equipment and Knife Skills	3
Food Safe, Work Safe and Security	3
Applied Cookery Skills; Hot and Cold Larder Dishes	3
Applied Cookery Skills; Hot Kitchen Dishes	3
Applied Cookery Skills; Patisserie Dishes	3
Shift Work Experience	3

Level 4 Certificate in Cookery

Programme at a glance

34 weeks – Certificate in Cookery (Level 4)

Graduates are awarded the New Zealand Certificate in Cookery (Level 4)

Build on a passion for cooking and gain the confidence, practical experience and operational knowledge to succeed in a commercial kitchen.

Students train in professional practice, developing the skills to produce complex dishes. With a focus on creativity, students are given the skills to experiment with preparation and presentation styles.

Work placement shifts in commercial kitchens allow students to gain real-world, practical experience working alongside industry professionals.

Outcomes

Start your culinary career as a Chef de Parties, progressing to Sous Chef in a commercial kitchen.

Entry Requirements

Students must be a minimum of 17 years of age at course commencement and have successfully completed Level 3 Certificate in Cookery or equivalent. Applicants not meeting this requirement will be considered on a case by case basis.

All applicants are interviewed as part of the admissions process.

Level 4 Certificate

Paper Title	Level
Advanced Food Handling, Health and Safety Skills	4
Applied Cookery Skills; Complex Hot and Cold Larder Dishes	4
Applied Cookery Skills; Complex Hot Kitchen Dishes	4
Applied Cookery Skills; Complex Hot and Cold Patisserie Dishes	4
Applied Front of House Operations	4
Introduction to Contemporary Kitchen Management	4
Shift Work Experience	4



Graduate Diploma in:

Tourism and Hospitality Management

LEVEL **7**

12
months

- INTAKES:
- April
 - July
 - October

Delivered
in



QUEENSTOWN

With a strong focus on marketing, strategic business management and leadership, QRC's Graduate Diploma in Tourism and Hospitality Management is designed to create the next generation of tourism leaders.

The one year programme comprises of specialist industry study, research and work experience. As a result of strong industry growth, there is a demand for talented professionals to join the tourism industry. The Graduate Diploma will allow you to unlock these exciting new career opportunities by providing an industry-first, hands-on approach.

The paid industry internship provides students with an unparalleled insight into a tourism or hospitality business. A key element of the programme, the internship allows students to gain industry experience, work with QRC's industry partners and build their professional network.

The research project and its findings also provide students a unique opportunity to make a valuable contribution to the business and/or industry while studying.

Career Opportunities

Graduates will have the opportunity to work in the world's leading hospitality operations such as hotels and resorts, restaurants, plus travel and tourism companies. Graduates will enter the workforce with the skills, knowledge and attitude required to work in leadership roles with the potential to advance through to management positions.

Entry Requirements

Applicants must meet the following entry requirements:

- a) have completed a Bachelor's Degree preferably in a Commerce, Business or Management field or
- b) evidence of equivalent practical and professional experience and knowledge (Domestic applicants only)

All applicants are interviewed as part of the admissions process.

Recognition of Prior Learning (RPL)

No Recognition of Prior Learning, cross credit or credit transfer is available for this programme.

Programme at a glance

12 Months – Graduate Diploma in Tourism and Hospitality Management

Graduates are awarded the Graduate Diploma in Tourism and Hospitality Management (Level 7)

Term 1 & Term 2	Term 3	Term 4
Industry Principles and Research Methodology	Strategic Management Principles	Paid Industry Training and Research project (200hrs)

Course Outline

Paper Title	Level
Term One	
Tourism and Hospitality Fundamentals	5
Tourism and Hospitality Business Management	6
Term Two	
Tourism and Hospitality Sales and Marketing	6
Tourism and Hospitality Organisation Behaviour and Culture	7
Term Three	
Tourism and Hospitality Strategic Management	7
Tourism and Hospitality Leadership	7
Term Four	
Industry Internship and Research Project	7

“ I am pleased to see the continued growth and quality of students coming out of QRC. The addition of the Graduate Diploma programme will bring the next level of team member into the industry with enhanced skills and knowledge who will be able to quickly add value to our business. ”

Chris Ehmann
General Manager, Hilton Queenstown



Industry Internships

Tegan – Millbrook Resort

Studying in the tourism hubs of Queenstown or Paihia, students quickly understand how important the tourism and hospitality sector is to the New Zealand economy.

Industry immersion starts on day one at QRC and we are proud to have an extensive industry network across New Zealand and around the globe.

Internship and work placements

QRC has a dedicated Internship Team who work with students to find an industry placement to match their interests, strengths and career aspirations.

Internships provide a fantastic opportunity to earn while you learn, while also gaining first-hand insight and experience.

- Hospitality Management 1000hrs | 9 months | \$16,000 - \$20,000 earning potential
- Adventure Tourism Management 1000hrs | 9 months | \$16,000 - \$20,000 earning potential
- Graduate Diploma in Tourism and Hospitality Management 200hrs (minimum) | 3 months | \$3,000 - \$10,000 potential earnings

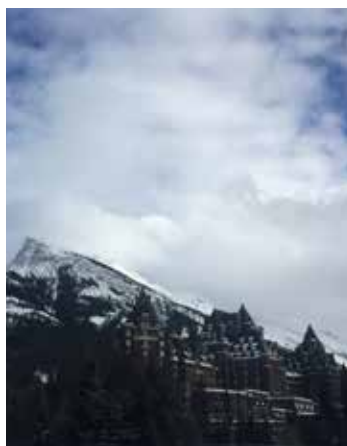
“My internship with The Helicopter Line was amazing! Best six months learning and working in some of the most beautiful terrain whilst making unforgettable memories.”

Josh O'Regan
The Helicopter Line



“Absolutely surreal. I was fortunate enough to not only grow my industry experience at one of the most breath taking, historic and well-known hotels in the world, but live an incredible outdoors life filled with unimaginable new experiences and amazing new friends in one of the most picturesque towns you could find.”

Caitlin Barrett
Fairmont Banff Springs



Some of our Industry Partners



Own it. ■

Hospitality Management, Adventure Tourism Management and Cookery students are provided with a uniform which reflects the highest industry standards. The professional appearance sets the tone for expectations around individuals taking responsibility for their own personal brand.



Professional Excellence

QRC's Professional Excellence (PE) system refers to the college's high standards of personal and professional conduct. Encompassing attendance, communication, grooming and respect, the system encourages students to take responsibility for their personal brand. As part of the PE system students are provided with uniforms that reflect the highest industry standards.

The PE system has been developed to encourage students to achieve the level of professionalism expected by the industry.

Students commence each term with the maximum score of 100 PE points. Ideally, this score is maintained by consistently demonstrating a high level of professionalism. Incidents of unprofessional behaviour or behaviour that breaches College guidelines will be reported to the Programme Leader and incur a loss of PE points. If the student's mark comes close to the fail mark of 69 points, they will need to meet with the Programme Leader and put in place strategies to improve. A lack of improvement could result in suspension from the College.

As part of the PE system students are also actively encouraged to get involved in their community and are provided with a number of exciting volunteer opportunities at local events.

Graduate Diploma and Foundation Year students are not subject to the PE system but will still be expected to display a high standard of professionalism and conduct.





Graduate Outcomes

“ *Industry highly regard the quality of the QRC graduates because they show the skills and aptitudes required to work in the hospitality and adventure tourism sectors. This is supported with a very strong graduate employment rate of 93 per cent employed within three months of completion of the programme.* ”

Queenstown Resort College EER Report – NZQA, May 2017

Diploma Degree Pathways

QRC Diploma graduates can pathway to the following degree courses:

Otago University, New Zealand

Bachelor of Commerce – 2 years further study*

International College of Management Sydney (ICMS), Australia

Bachelor of Business Management – 1 year further study

Bachelor of Hospitality Management – 1 year further study

Bachelor of Tourism Management – 1 year further study

Thompson Rivers University (TRU), Canada

(Adventure Tourism Management)

Bachelor of Tourism Management – 2 years further study

César Ritz Colleges, Switzerland

(Hospitality Management)

Bachelor of International Business in Hotel & Tourism Management – 1 year further study + 6 month internship

Graduate Diploma Masters Pathways

University of Otago – Master of Tourism

Lincoln University – Master of Tourism Management

International College of Management Sydney (ICMS) – Australia Master of Management (Tourism and Hospitality)

*Finance Major – 2.5 years further study



97% OF
STUDENTS
GO ON TO
WORK IN
THE INDUSTRY OR
PROGRESS
TO FURTHER
STUDY



Queenstown Resort College helped to inspire and motivate me to where I am today.

George Gaddum
Expedition Leader
Absolute Africa



I have come from having no experience at all when I started QRC to working in every operational department to now managing and negotiating contracts with some of New Zealand's biggest players.

Vivian Lyngdoh
National C&E Business Development
Manager, Wellington Regional Economic
Development Agency (WREDA)



At QRC we were given an introduction to marketing and now I incorporate this into my everyday role and help market one of NZ's biggest tourism operators.

Daniella Jones
Sales and Marketing Coordinator
Real Journeys



I think that it is really important coming into this industry that you realise that you are your own brand, you will bring something different to the table than anyone else. If it's something you want to do and you're excited about it, grab it and do it.

Matt McDonald
Restaurants Manager
Millbrook Resort



Life

QPR



at

c



Queenstown



Queenstown is world-renowned as the adventure tourism capital of the world. However you don't have to be an adrenaline junkie to get the most out of Queenstown. The stunning beauty and vibrant lifestyle make Queenstown an ideal place to study.

Safe streets and a welcoming outlook makes for a learning and living environment that nurtures students as they work through their studies. With an annual visitor influx of over 2 million people, Queenstown is buzzing with tourism.





QRC Lodge



Student Accommodation

QRC Lodge

QRC Lodge is home to first year diploma students and is conveniently located 1.5km from QRC House, a pleasant 20-minute walk or short commute via public transport.

QRC Lodge offers a great student living environment, pastoral care, dorm events and not to mention amazing views across Lake Wakatipu. Rooms are twin share with limited single rooms available. Rooms are furnished with TV, fridge, wireless internet and ensuite bathroom. Facilities include SKY television, tennis court, kitchen and lounge areas. Meals are prepared by our in-house chef and an on-site Manager is available 24/7.

Shotover Lodge

Shotover Lodge accommodates Graduate Diploma students and Diploma students in their final year of study. Located at the base of Queenstown's iconic Coronet Peak ski field, Shotover Lodge offer fully-furnished studio apartment style living. With a fully equipped kitchen, off-street parking, wireless internet, natively landscaped grounds and a BBQ area, the lodge offers all the comforts of home and only a short 10-minute drive from the Queenstown CBD.



Shotover Lodge

400+
HOTELS, LODGES,
RESORTS,
RESTAURANTS,
CAFÉS AND
TOURISM OPERATORS

Bay of Islands

QRC Tai Tokerau Resort College – Northland



Live, work and study in the emerging tourism hub of Paihia.

The QRC Tai Tokerau Resort College is located in the heart of Paihia, a short walk to the beautiful waterfront and beaches. A bustling coastal town, Paihia offers a great student lifestyle. Spend your weekends exploring the surrounding areas, visit great local wineries, enjoy Northland's culinary delights or immerse yourself in nature.





Student Accommodation

QRC Tai Tokerau Halls of Residence offers a whanau-style living environment and is conveniently located a short 5-minute walk from the campus and town centre.

The lodge provides breakfast, lunch and dinner 7 days a week, as well as mentoring and support from on-site Lodge Managers.

Single and twin share options are available. Rooms are fully furnished with TV, fridge and ensuite bathroom. Communal facilities include SKY television, wireless internet, pool and lounge areas.

NEW ZEALAND'S EMERGING TOURISM HUB



QRC Career Week Programmes



What?

Experience what QRC has to offer. Find out about QRC's internationally recognised courses, tour the campus and halls of residence, meet our students and visit local leading tourism operators.

Where?

Queenstown and Tai Tokerau campuses

When?

April, July and September/October School Holidays

Please note: the Queenstown Career Week is only open to year 13 students.



“ *Was the best experience to fully understand the college, the activities were fun and a great way to meet people. It helped me make an important choice for my future career.* **”**

Student from St Andrews College, Christchurch

Open Day, Every Day

If you are in town we would love to meet you. Do not hesitate to visit our campus, we can show you our facilities and answer all your questions about studying with QRC.

Queenstown Campus

7 Coronation Drive, Queenstown

Opening hours:

8.30am – 5.30pm Monday to Friday

Tai Tokerau Campus

22 Sewlyn Road, Paihia

Opening hours:

8.30am – 5.30pm Monday to Friday

QRC Culinary

243 Waipapa Rd, Kerikeri

Call to book:

0800 441 114





#QRCLife



www.queenstownresortcollege.com

www.taitokerauresortcollege.com

For more information or to enrol call us on
NZ freephone **0800 441 114** or email info@qrc.ac.nz

7 Coronation Drive, PO Box 1566, Queenstown 9348, New Zealand | Tel: +64 3 409 0500