



2019



Cook Islands Tertiary Training Institute

PROSPECTUS



Contents

| | |
|----------------------------------|-------|
| 1. Director's Message | 5-6 |
| 2. Course Information | 7 |
| 3. Course Delivery Locations | 8 |
| 4. Staff | 9 |
| 5. CITTI Vision | 10 |
| 6. Where to enrol | 11 |
| 7. List of Courses and Fees | 12-14 |
| 8. Individual Course Information | |

TRADES

| | |
|-----------------------------------------------------------------------------------------------------------------------------------|----|
| • New Zealand Certificate in Automotive Engineering L3 | 15 |
| • National Pre-Trade Certificate in Building Construction and Allied Trades Skills (BCATS) <i>Transitioning to NZ Certificate</i> | 16 |
| • National Certificate in Building Construction and Allied Trades Skills (BCATS) <i>Transitioning to NZ Certificate</i> | 17 |
| • New Zealand Certificate in Building Construction and Allied Trades Skills (BCATS) L3 | 18 |
| • National Certificate in Electrical Engineering L4 | 19 |
| • New Zealand Certificate in Electrical Engineering L3 | 20 |
| • NZ Certificate in Plumbing, Gasfitting and Drainlaying L3 | 21 |
| • NZ Refrigeration and Air Conditioning | 22 |

HOSPITALITY

| | |
|------------------------------------------------------------------|----|
| • City and Guilds Certificate in Food Preparation and Cooking L1 | 23 |
| • City and Guilds Diploma in Food Preparation and Cooking L2 | 24 |
| • City and Guilds Barista Skills | 26 |
| • City and Guilds Professional Bartending | 27 |
| • City and Guilds Certificate in Food and Beverage Services L1 | 28 |
| • City and Guilds Diploma in Food and Beverage Services L2 | 29 |
| • <i>Food and Beverage Services Qualification</i> | 30 |
| • Barista Skills | |

- Professional Bartending
- Food and Beverage Certificate
- Food and Beverage Diploma

HEALTH AND BEAUTY

- City and Guilds Diploma in Body and Spa Therapy L3 31

BUSINESS

- New Zealand Certificate in Business 32
(*Introduction to Small Business*)
- New Zealand Certificate in Business 33
(*Introduction to Team Leadership*)
- New Zealand Certificate in Business 34
(*First Line Management*)
- New Zealand Diploma in Business/ AIS 35
- New Zealand Diploma in Tourism/ Travel Management AIS 36
- New Zealand Diploma in Hospitality Management/ AIS 37

NURSING

- Diploma of Nursing 38

9. Short Courses

- Business Partnerships 39
- New Start Foundations 39
- Effective Supervisory Management (ESM) 40
- COM001 – Communication in the Workplace 40
- COM002 – Communicating Effectively with Individuals and Groups
- HR001 – Ethical Recruitment and Selection of Staff 41
- HR002 – Performance Management 42
- HR003 – Conflict Management in the Workplace 42
- HR004 – Self-Management and Handling Work Place Stress 43
- Food Safety Preparation, Storage, Holding & Serving 44
- Kitchen Hygiene 44
- Basic Culinary skills (pre-requisite Kitchen Hygiene) 45
- The Art of Coffee Making 45
- Food and Beverage Table Service 46
- Introduction to Baking 46
- Teamwork and Team Building 47
- Negotiation skills 47

| | |
|---------------------------------|----|
| • Basic Engineering and Welding | 48 |
| • Te Uki Tumanava Programme | 49 |
| • Kia Orana Service | 50 |
| 10. Continuing Education | 51 |
| 11. Pa Enea Training Programmes | 52 |
| 12. Academic Calendar | 54 |



Directors Message

Kia Orana and Welcome to the Cook Islands Tertiary Training Institute (CITTI), the Vocational Training Centre of the Cook Islands

It gives me great pleasure to present you with the 2019 prospectus. The Cook Islands Tertiary Training Institute aims to be a leader in the provision of relevant, innovative and versatile programmes and training models that enhance educational and cultural outcomes for our students. The success of our students is the primary focus for our organisation and we aim to support every student that chooses to study with us so that they reach their full potential.

We have a wide variety of programmes being offered in Rarotonga. These qualifications carry accreditation with our own Academic Board and registering authorities in the Cook Islands. We also have programs accredited by international accrediting bodies in the form of London City & Guilds and the New Zealand Qualifications Authority. We are working alongside our partners in Tourism in the Cook Islands as well as NZ providers such as SKILLS International, Auckland Institute of Studies (AIS) and BCITO to primarily support us in the development of our Business, Tourism/ Hospitality and Trades courses on offer this year.

This year, we have expanded our portfolio to include a range of courses on offer which fall under accredited and non-accredited courses. Our request for more upskilling from industries in all areas has prompted our need to develop a new division called Business Partnerships. This includes delivery to all industries which services training that is relevant to your needs and requests. The concept of upskilling allows industries to engage their employees in customized training packages from us that are contextual to your needs.

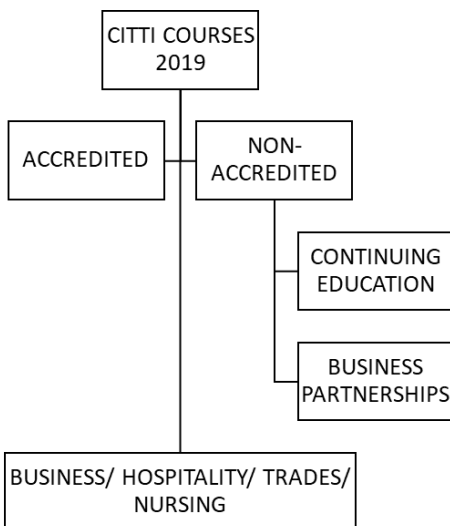
Continuing education programmes continue to run in Mangaia, Aitutaki, Atiu and Pukapuka. We have also collaborated with schools in the southern group to establish trades and hospitality learning programmes for secondary school and adult students.

You will also see contained in this prospectus an array of very popular community education programmes. We encourage you all to take advantage of these programmes and engage and enjoy the lifelong learning journey. On that note, all of the courses included in this prospectus offer opportunities for you to develop new skills. Many recognise that skill development with internationally recognised qualifications. For others, the satisfaction comes from knowing they have learnt something new.

Please look through the prospectus and the range of programmes we have on offer in 2019 and identify what you may be interested in. You might also like to encourage your friends, family and colleagues to join you on this educational journey. We look forward to seeing you at the Cook Islands Tertiary Training Institute in 2019.

Akaiti MAOATE

Director



KIA ORANA ~ TUROU ORO MAI

Our support to our learners continues to guide them by providing realistic courses and offering qualifications that match the expectation of our industry stakeholders.

Our accredited courses are internationally recognised offering our learners the opportunity to link on to further diploma and degree programmes and our community education courses are relevant to the wants and needs of our community.

We cover all areas of hospitality including Food & Beverage, Culinary Arts, Front Office and Housekeeping through full qualifications and short courses that are relevant to our industry. We also offer Diplomas in Travel and Tourism and Hospitality Management Tourism and Hospitality Management as well as our Kia Orana Service course in collaboration with the Cook Islands Tourism Corporation.

We strive to be flexible and current in what we offer and are looking at new avenues to expand our portfolio.

We continue to offer Automotive, Building, Electrical and Plumbing, Gas-fitting and Drain-laying and are currently working on expanding our curriculum to include Engineering, Welding, Refrigeration/Air-Conditioning and Electronics.

Locations

Hospitality and Services Campus (Head office)
Ngatangia, Rarotonga, Cook Islands
Phone +682 226 28

Trades and Technology Campus
Arorangi, Rarotonga, Cook Islands
Phone +682 214 71

School of Nursing and Health Studies
Rarotonga Hospital
Arorangi, Rarotonga, Cook Islands
Phone +682 226 64

Satellite Campuses

Aitutaki, Atiu, Mangaia, Pukapuka
Cook Islands

Staff

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Director Akaiti Maoate akaiti.maoate@citti.edu.ck Arorangi Campus Phone +682 214 71 | School of Nursing and Health Studies Mary Macmanus m.mcmanus@health.gov.ck Arorangi Phone +682 226 64 Ext 809 |
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| Continuing Education Coordinator Violet Tisam violet.tisam@citti.edu.ck Arorangi Campus Phone +682 214 71 | Pukapuka Island Broker Koree Tinga koree.tinga@citti.edu.ck Phone +682 41357 |

Our Vision

To be a renowned provider of quality vocational education training for the people of the Cook Islands

Our Purpose

To build the knowledge and skills of the people of the Cook Islands

Our Promise

Learning that works for YOU

Our Essence

Changing Lives

Our Commitment

We teach the skills you need for the Life YOU want

Our Values

Acting with integrity and transparency with pride in our work

True to promises and worthy of trust

Excellence

Remaining relevant, connected and practical

Exceeding our goals

Inspiring

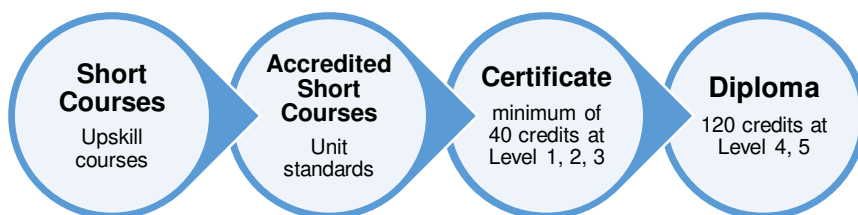
Innovative, forward thinking, engaging and shaping futures

Where to enrol

For further information:

- Phone us on
+682 22 628 (Ngatangia Campus)
+682 214 71 (Arorangi Campus)
- Visit us at one of our campuses
- Email us at study@citti.edu.ck
- Follow us on Facebook – cook islands tertiary training institute
- Join us on www.citti.edu.ck

Your Pathway...



Short Courses

Food Safety Preparation, Storage, Holding & Serving
Kitchen Hygiene
Basic Culinary skills (pre-requisite Kitchen Hygiene)

Art of Coffee Making
 Food and Beverage Table Service
 Effective Supervisory Management
 Teamwork and Team Building
 Employee recruitment
 Negotiation skills
 Basic Engineering, Welding and Electronic courses
 Te Uki Tumanava Programme

Continuing Education

Scheduled dates to be advertised

Pa Enea

Pukapuka, Atiu, Mangaia, Aitutaki

Accredited Courses

| Qualifications | Level | Cost \$ |
|----------------|-------|---------|
| TRADES | | |

| | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|------|
| New Zealand Certificate in Automotive Engineering | 3 | 500 |
| National Pre-Building Trade Certificate <i>Transitioning to NZ Certificate</i> | Stage 1 | 500 |
| National Certificate in Building Construction and Allied Trades Skills (BCATS) <i>Transitioning to NZ Certificate</i> | Stage 2 | 500 |
| New Zealand Certificate in Building Construction and Allied Trades Skills (BCATS) | 3 | 500 |
| National Certificate in Electrical Engineering <i>Transitioning to NZ Certificate</i> | 4 | 500 |
| New Zealand Certificate in Electrical Engineering | 3 | 500 |
| NZ Certificate in Plumbing, Gasfitting and Drainlaying | 3 | 500 |
| NZ Refrigeration and Air Conditioning | 2 | 250 |
| | | |
| HOSPITALITY | | |
| City and Guilds Certificate in Food Preparation and Cooking | 1 | 900 |
| City and Guilds Diploma in Food Preparation and Cooking | 2 | 1000 |
| City and Guilds Barista Skills | 2 | 100 |
| City and Guilds Professional Bartending | 2 | 200 |
| City and Guilds Food and Beverage Certificate | 1 | 300 |
| City and Guilds Food and Beverage Diploma | 2 | 400 |
| <i>Food and Beverage Services Qualification</i> Barista Skills Professional Bartending Food and Beverage Certificate Food and Beverage Diploma | Combined | 1000 |
| | | |
| HEALTH AND BEAUTY | | |
| City and Guilds Diploma in Body and Spa Therapy | 3 | 800 |
| | | |
| BUSINESS | | |
| New Zealand Certificate in Business (Introduction to Small Business) | 3 | 500 |
| New Zealand Certificate in Business | 3 | 500 |

| | | |
|----------------------------------------------------------------|-----|-----|
| (Introduction to Team Leadership) | | |
| New Zealand Certificate in Business (First Line Management) | 4 | 500 |
| New Zealand Diploma in Business/ AIS | 5 | 600 |
| New Zealand Diploma in Tourism/ Travel Management | 5 | 600 |
| New Zealand Diploma in Hospitality Management | 5 | 600 |
| | | |
| NURSING | | |
| Diploma of Nursing | TBC | TBC |

All fees are based on Cook Island residents, Non-Cook Island residents with PR and PR residence with an enduring status. Eligibility will be determined upon application. Additional fees are charged for international students, enquiries can be discussed during enrolment time.

TRADES COURSES

Over the next few years, all of our Trades courses will be transitioning towards the new NZ Certificate qualification in their respective trade. This means that all pre-national and national certificates will be phased out over time and replaced by NZ Certificate units of study. As a result of our stakeholder and partnerships with our industries, students will also be given the opportunity to study selected unit standards that are relevant to our context here in the Cook Islands.

Course Title: New Zealand Certificate in Automotive Engineering

Duration: 1 year

Date: July – June 2019/ 2020

Time: Evening classes

Location: Trades and Technology, Arorangi campus

Number of participants: 10+

Entry requirements: NCEA Level 1 or experience

Course Objective: If you are employed in the automotive industry or ready to enter into the industry, you can further your knowledge and understanding of automotive engineering with CITTl.

You will learn about hand tools and workshop equipment, general engineering tasks and fuel and cooling systems, and how to service road wheels and batteries. New and emerging technology in this industry will also be introduced as part of this course.

Course Outline:

Short block courses will be delivered using units under this qualification which apply to the Cook Islands Automotive industry context. Students will be able to gain partial credits under the NZ qualification. Students may pursue further studies to complete a full qualification outside of these delivery courses to achieve the full qualification (NZ Certificate Automotive Engineering)

Course fee: \$500

Course Title: National Pre-Building Trade Certificate (Stage one)

Duration: 1 year

Date: February – December 2019

Time: Evening classes

Location: Trades and Technology, Arorangi campus

Number of participants: 10+

Entry requirements: NCEA Level 1 or experience

Course Objective: If you are employed in the building industry or ready to enter into the industry, you can further your knowledge of building construction with the National Certificate in Building Construction and Allied Trades Skills.

Course Outline:

This course comprises of selected unit standards. Students on this course will learn the underpinning knowledge and apply the practical skills required to work towards the Level 3 Building, Construction, and Allied Trades Skills (BCATS) unit standards

Course fee: \$500

Course Title: National Certificate in Building Construction and Allied Trades Skills (BCATS) (Stage two)

Duration: 1 year

Date: February – December 2019

Time: Evening classes

Location: Trades and Technology, Arorangi campus

Number of participants: 10+

Entry requirements: NCEA Level 1 or experience

Course Objective: If you are employed in the building industry or ready to enter into the industry, you can further your knowledge of building construction with the National Certificate in Building Construction and Allied Trades Skills.

Course Outline:

This course comprises of selected unit standards. Students on this course will learn the underpinning knowledge and apply the practical skills required to achieve the Level 3 Building, Construction, and Allied Trades Skills (BCATS) unit standards

Course fee: \$500

Course Title: New Zealand Certificate in Building Trade (BCATS) (Level 3)

Duration: 1 year

Date: February – December 2019

Time: Evening classes

Location: Trades and Technology, Arorangi campus

Number of participants: 10+

Entry requirements: Pre-Building Trade Certificate and/or Building Trade Certificate

Course Objective: If you are employed in the building industry or ready to enter into the industry, you can further your knowledge of building construction with the National Certificate in Building Construction and Allied Trades Skills.

- Stage 1 Pre-Building Trade Certificate
- Stage 2 Building Trade Certificate

Course Outline:

This course comprises of 8 unit standards. Students on this course will learn the underpinning knowledge and apply the practical skills required to achieve the Level 3 Building, Construction, and Allied Trades Skills (BCATS) unit standards

Undertake a Stage 3 BCATS project, with evidence collected throughout contributing to the assessment of the other Level 3 BCATS unit standards.

Course fee: \$500

Course Title: National Certificate in Electrical Engineering Level 4

Duration: 1 year

Date: February – December 2019

Time: Evening classes

Location: Trades and Technology, Arorangi campus

Number of participants: 10+

Entry requirements: National Certificate in Electrical Engineering Level 2, 3

Course Objective: If you are employed in the electrical industry or ready to enter into the industry, you can further your knowledge and understanding of electrical engineering with CITTl. You will learn about electrical lighting and motors, appliances and instrumentation and improve your knowledge of switchboards, wiring and electric cables, and low and high voltage.

Course Outline:

We have a combination of short block courses on delivery as well as courses offered to start at Level 3 for our NZ Certificate in Electrical Engineering.

Course fee: \$500

Course Title: New Zealand Certificate in Electrical Engineering Level 3

Duration: 1 year

Date: February – December 2019

Time: Evening classes

Location: Trades and Technology, Arorangi campus

Number of participants: 10

Entry requirements: NCEA Level 1 or experience

Course Objective: If you are employed in the electrical industry or ready to enter into the industry, you can further your knowledge and understanding of electrical engineering with CITT. You will learn about electrical lighting and motors, appliances and instrumentation and improve your knowledge of switchboards, wiring and electric cables, and low and high voltage.

Course Outline:

We have a combination of short block courses on delivery as well as courses offered to start at Level 3 for our NZ Certificate in Electrical Engineering.

Course fee: \$500

Course Title: New Zealand Certificate in Plumbing, Gas fitting and Drain laying Level 3

Duration: 1 year

Date: February – December 2019

Time: Evening classes – 5pm – 8pm

Location: Trades and Technology, Arorangi

Number of participants: 10

Entry requirements: NCEA Level 1 or experience

Course Objective: Short block courses will be delivered using units under this qualification which apply to the Cook Islands Plumbing industry context. Students will be able to gain partial credits under the NZ qualification. Students may pursue further studies to complete a full qualification outside of these delivery courses to achieve the full qualification

Course Outline:

This entry level qualification provides a solid foundation and introduction for those employed in the plumbing and drain-laying industry or those ready to enter into the industry.

You will learn about hand and power tools of the trade, basic welding techniques, health and safety procedures, and how to perform basic residential plumbing and drain laying

Course fee: \$500

Course Title: New Zealand Certificate in Refrigeration & Air Conditioning

Duration: 6 months

Date: Semester 2 – July - December

Time: Evening classes – 5pm – 8pm

Location: Trades and Technology Campus, Arorangi

Number of participants: 10

Entry requirements: NCEA Level 1 or experience

Course Objective: Short block courses will be delivered using units under this qualification which apply to the Cook Islands Refrigeration and Air Conditioning industry context. Students will be able to gain partial credits under the NZ qualification outside of these delivery courses to achieve the full qualification (NZ Certificate Automotive Engineering).

Course Outline:

This short course is ideal for those already employed in the refrigeration and air conditioning industry, or those who want to increase their knowledge and understanding about these systems.

You will learn about refrigeration and air conditioning principles, how to prepare and purge braze piping for refrigeration and how to assemble refrigeration and/or air conditioning components

Course fee: \$250

HOSPITALITY COURSES

Course Title: Apprenticeship - City and Guilds Certificate in Food Preparation and Cooking Level 1

Duration: 21 weeks, 8 hours per day, 2 days per week (Tuesday and Wednesday)

Date: March - December 2019

Time: 9.00am – 2.00pm

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 12

Entry requirements: Proficiency in English. Grade required for Literacy and Numeracy test. Some industry experience would be an advantage

Course Objective: The Level 1 Certificate in Food Preparation and Cooking is for candidates who want to begin a career within the hospitality industry, specialising in kitchen operations. They will wish to progress as a qualified chef and will be able to demonstrate the ability to perform practical skills and the necessary knowledge in order to complete the assessments

The qualification covers an introduction to the hospitality industry, elements of health, safety and nutrition and the preparation, cooking and finishing of dishes using a range of different cookery methods

Course Outline:

- Safety at work
- Introduction to nutrition
- Prepare food for cold presentation
- Prepare, cook and finish foods by frying
- Prepare, cook and finish food by braising and stewing
- Prepare, cook and finish foods by boiling, poaching and steaming
- Prepare, cook and finish food by baking, roasting and grilling
- Introduction to basic kitchen procedures
- Introduction to the hospitality and catering industry
- Food safety in catering
- Assessment Food Preparation and Cooking Principles
- Food safety in catering

Course fee: \$900

Course Title: Apprenticeship - City and Guilds Diploma in Food Preparation and Cooking (Culinary Arts) – Level 2

Duration: 34 weeks, 8 hours per day, 2 days per week (Thursday and Friday)

Date: March – December 2019

Time: 9.00am – 2.00pm

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 12

Entry requirements: A minimum of 5 years' work in the hospitality industry and knowledge of the basic principles of cookery looking to progress to complex methods of cookery, costings, nutrition and HACCP controls. Proficiency in English. Grade required for Literacy and Numeracy test.

Course Objective: The Level 2 Diploma in Food Preparation and Cooking (Culinary Arts) –awarded by City & Guilds (UK) is a vocational qualification for people who want to work in the Hotel and Restaurant Industry. This programme aims to reflect the international nature of the knowledge and skills and activities needed for different countries or cultures.

This diploma provides more practice involving a broader range of skills appropriate to a person operating as a front line worker with some supervisory responsibilities in a kitchen environment of a typical service outlet.

Therefore, the course is suitably designed for:

- Assistant Chefs
- Aspired hospitality students interested to become chefs
- Working adults who are looking for upgrade

Each week apprentices put their knowledge into practice in their workplaces, which are monitored by their supervisors. Monthly meetings are scheduled with the respective tutor, supervisor and apprentices to evaluate learning and practices.

Course Outline:

- Prepare Food for Cold Presentation
- Safety At Work
- Food Safety in Catering
- Healthier Food and Special Diets
- Prepare, Cook and Finish Stocks, Soups and Sauces
- Prepare, Cook and Finish Fish and Shellfish Dishes
- Prepare, Cook and Finish Meat, Poultry and Offal
- Prepare, Cook and Finish Vegetables, Fruit and Pulses

- Prepare, Cook and Finish Rice, Grain, Farinaceous Products and Egg Dishes
- Prepare, Cook and Finish Bakery Products
- Prepare, Cook and Finish Hot and Cold Desserts and Puddings
- Catering Operations, Costs and Menu Planning

Course fee: \$1000

Course Title: City and Guilds International Award in Barista Skills L2

Duration: 20 hours

Date: Semester 1 – TBA Semester 2 – July 2019

Time: Evening classes – 5pm – 8pm

Location: Hospitality and Services Campus, Ngatangiia

Number of participants: 12

Entry requirements: Must be 18 years and over. This vocationally related qualification has been designed by City & Guilds in order to

- meet the needs of candidates who work or want to work as baristas in the hospitality sector
- allow candidates to learn, develop and practice the skills required for employment and/or career progression in the hospitality sector.

Course Objective: This unit provides candidates with specialist skills and knowledge in one of the major growth areas of the hospitality industry – the beverage sector. The unit is aimed at all first line operatives where coffee is served – this includes coffee bars, coffee houses, cafes, hotels and restaurants.

Candidates will be introduced to the full range of products used in making beverages. They will learn where the products come from, and some of the processes they go through, from growing to the final drink. They will also learn the importance of taking care of the products in order to provide an excellent final result.

It also looks at the full range of equipment, identifies safety aspects and how to operate the equipment to deliver the desired drink quality. Candidates will bring together the knowledge and skills acquired to produce good quality drinks consistently. Candidates will be able to identify and correct problems as they arise.

Also covered is the importance of presenting a positive personal image and the use of effective communication techniques.

The unit is designed to be taken as a stand-alone qualification to increase specialist skills and knowledge, but it can also be taken alongside other qualifications.

Course Fee: \$100

Course Title: City and Guilds Awards in Professional Bartending L2

Duration: 20 hours

Date: Semester 2 – July 2019

Time: Evening classes – 5pm – 8pm

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 12

Entry requirements: Must be 18 years and over. These vocationally related qualifications have been designed by City & Guilds in order to

- meet the needs of candidates who work or want to work as bartenders in the hospitality sector
- allow candidates to learn, develop and practice the skills required for employment and/or career progression in the hospitality sector
- contribute to the knowledge and understanding required for the related Level 2 Diploma in Food and Beverage Service

Course Objective: This unit provides candidates with specialist skills and knowledge in one area of the hospitality industry – the beverage sector. The unit is aimed at all first line operatives working in an environment that serves and prepares drinks. This includes bars, hotels and restaurants.

Candidates will be introduced to the full range of products used in making drinks. They will be able to prepare cocktails, select and use suitable types of glasses, and other aspects that will enable the learner to become a professional bartender. The unit also looks at the full range of equipment, identifies safety aspects and how to operate the equipment to deliver the desired drink quality. Candidates will bring together the knowledge and skills acquired to produce good quality drinks consistently. Candidates will be able to identify and correct problems as they arise.

It covers the importance of presenting a positive personal image, use of effective communication techniques and responsible serving and legislation connected to the sale of alcohol.

The unit is designed to be taken as a stand-alone qualification to increase specialist skills and knowledge, but it can also be taken alongside other qualifications.

Course Fee: \$200

Course Title: City and Guilds Certificate in Food and Beverage Services
Level 1

Duration: 6 months

Date: Semester 2 – July 2019

Time: 9.00am – 2.00pm

Location: Hospitality and Services Campus, Ngatangiia

Number of participants: 12

Entry requirements: Minimum Level 1 or above on the NZQF, with evidence of literacy and numeracy abilities equivalent to NCEA (Level 1), or Evidence of relevant knowledge and experience

Course Objective: The Level 1 Certificate in Food and Beverage Service is for candidates who want to begin a career within the hospitality industry, specialising in restaurant operations. They will wish to progress as a qualified member of the food and beverage team, and will be able to demonstrate the ability to perform practical skills and have the necessary knowledge in order to complete the assessments.

Course Outline: The qualification covers an introduction to the hospitality industry, safety at work and customer service skills. Menu knowledge and food and beverage service skills are also included.

Course Fee: \$300

Course Title: City and Guilds Diploma in Food and Beverage Level 2

Duration: 6 months

Date: Semester 1 – February 2020

Time: Evening classes – 5pm – 8pm

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 12

Entry requirements: City and Guilds Certificate in Food and Beverage Services Level 1. A qualification at Level 1 or above on the NZQF, with evidence of literacy and numeracy abilities equivalent to NCEA (Level 1), or Evidence of relevant knowledge and experience

Course Objective: The Level 2 Diploma Food and Beverage Service is for candidates who wish to work in the hospitality industry and already have knowledge of the basic principles of restaurant or bar work, or who can demonstrate commitment and enthusiasm to work and study in order to supplement their existing knowledge. Candidates will be required to display both practical skills and the associated knowledge in order to complete the assessments

Course Outline: The qualification covers both food safety and safety at work, menu knowledge and design, customer service and handling payments and food and beverage service and product knowledge

Course fee: \$400

Course Title: Food and Beverage Services Qualification

Duration: 1 year

Date: Semester 2 – July 2019

Time: 9.00am – 2.00pm

Location: Hospitality and Services Campus, Ngatangiia

Number of participants: 12

Course Outline: This course is a combination of the four qualifications listed below

Barista Skills
Professional Bartending
Food and Beverage Certificate
Food and Beverage Diploma

Course Fee: \$1000

HEALTH AND BEAUTY

Course Title: City and Guilds Diploma in Body and Spa Therapy Level 3

Duration: 1 year

Date: March 2019 - Course scheduled according to a minimum number of attendees

Time: To be advised on enrolment

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 8

Entry requirements: City and Guilds Certificate in Beauty and Spa Level 2 or a minimum of 2 years' experience in the Beauty and Spa industry

Course Objective: This diploma will give you the skills to apply client care and communication in beauty related industries whilst learning how to apply facial, skin care, waxing and eye-lash and brow treatments. You will learn the art of head and body massage, applying stone therapy massage and spa treatments

Course Outline:

- Working with colleagues within the beauty related industries
- Monitor and maintain health and safety practise in the salon
- Client care and communication in beauty related industries
- Promote and sell products and services to clients
- Provide body massage
- Provide massage using pre-blended aromatherapy oils
- Monitor and maintain spa area
- Provide Spa Treatments
- Provide Indian Head massage
- Apply stone therapy massage
- Maintain personal health and well being

Course fee: \$800

BUSINESS COURSES

Course Title: New Zealand Certificate in Business (Introduction to Small Business) Level 3 SKILLS NZ, NZQA

Duration: 1 year

Date: Semester 2 - July 2019

Time: Evening classes – 5pm – 8pm

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 15

Entry requirements: Ideally, students will have completed the CITTI New Start Foundations Course, also the Effective Supervisory Management course. Student should have a minimum of two years' experience in a supervisor, manager, team leader or similar role and have adequate literacy levels to achieve success in this programme. Access to a computer and the internet is also required.

Course Objective: New Zealand Certificate in Business (Introduction to Small Business) (Level 3) is designed specifically for people wanting to open a small business. It covers key processes that new start-ups need to consider when first feasibility, building a business plan and more.

Course Outline:

- Effective Leadership
- Team Management and Motivation
- Achieving Team Objectives
- Performance and Variance Management

Course fee: \$500

Course Title: New Zealand Certificate in Business (Introduction to Team Leadership) Level 3 SKILLS NZ, NZQA

Duration: 12-18 months

Date: March, 18, 2019

Time: Evening classes – 5pm – 8pm

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 15

Entry requirements: A qualification at Level 2 or above on the NZQF, with evidence of literacy and numeracy abilities equivalent to NCEA (Level 1), or Evidence of relevant knowledge and experience

Course Objective: The New Zealand Certificate in Business (Introduction to Team Leadership) Level 3 aims to provide students with the skills and knowledge to contribute to effective team performance and the potential to be effective in a leadership role within a team

Course Outline:

- Effective Team Performance
Aim: To enable you to work co-operatively and effectively in a team and achieve objectives.
- Business Communication
Aim: To enable you to communicate professionally in a socially and culturally appropriate manner and comply with internal and external policies and legislation for business entities.
- Understanding Leadership
Aim: To enable you to explore leadership styles and techniques to become an emerging leader

Course fee: \$500

Course Title: New Zealand Certificate in Business (First line Management) Level 4 through SKILLS NZ, NZQA

Duration: 12-18 months

Date: March, 18, 2019- July 2019

Time: Evening classes – 5pm – 8pm

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 15

Entry requirements: NZ Certificate in Business (Introduction to Team Leadership) Level 3

Minimum of two years' experience in a supervisor, manager, team leader or similar role and have adequate literacy levels to achieve success in this programme. Access to a computer and the internet is also required.

Course Objective: This programme is designed to equip new managers (or people wanting to move into management) with the basic skills they need to lead their teams effectively

Course Outline: This programme is designed for managers looking to deepen their management skills so that they can improve business operations or take the next step in their teams, to communicate effectively with stakeholders and how to create culturally inclusive environments. They will also gain practical administration and financial management skills, to help them manage their everyday responsibilities more effectively.

Course fee: \$500

Course Title: New Zealand Diploma in Business Level 5 - Auckland Institute of Studies (AIS)

Duration: 12-18 months

Date: April 1st, 2019

Time: Evening classes – 5pm – 8pm

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 15

Entry requirements: NZ Certificate in Business (Introduction to Team Leadership) Level 3

Minimum of two years' experience in a supervisor, manager, team leader or similar role and have adequate literacy levels to achieve success in this programme. Access to a computer and the internet is also required.

Course Objective: This programme is designed to equip new managers (or people wanting to move into management) with the basic skills they need to lead their teams effectively

Course Outline:

- Accounting Principles
- Management Principles
- Marketing Principles
- Business Communications
- Information Technology Concepts
- Business Economics
- English Study Writing

This programme is designed for managers looking to deepen their management skills so that they can improve business operations or take the next step in their teams, to communicate effectively with stakeholders and how to create culturally inclusive environments. They will also gain practical administration and financial management skills, to help them manage their everyday responsibilities more effectively.

Course fee: \$600

Course Title: New Zealand Diploma in Tourism and Travel Management Level 5- Auckland Institute of Studies (AIS)

Duration: 1 year

Date: Semester 1 – April, 1st, 2019

Time: Evening classes – 5pm – 8pm

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 15

Entry requirements: Minimum of two years' experience in a supervisor, manager, team leader or similar role and have adequate literacy levels to achieve success in this programme. Minimum tertiary study at Level 3 - 4 or experience in Hospitality, Tourism and Travel industries

Course Objective: The objective of this qualification is to provide the tourism and travel industries with individuals who can contribute to the effective implementation of processes in the tourism industry and proactively support and enhance the visitor experience, and through their skills and knowledge uphold the importance of tourism in the Pacific.

The qualification will benefit the community by enhancing the Cook Island tourism visitor experiences and bringing economic benefits to the country.

Course Outline:

- Principles of Tourism
- Tourism in New Zealand
- Tourism in Pacific Island States
- Introduction to Tourism and Hospitality Marketing and Communications
- Tourism and Hospitality Business Information Systems
- Managing the Visitor Experience
- Accounting and Finance for Tourism and Hospitality

Course fee: \$600

Course Title: New Zealand Diploma in Hospitality Management Level 5 - - Auckland Institute of Studies (AIS)

Duration: 1 year

Date: Semester 1 – April 1st, 2019

Time: Evening classes – 5pm – 8pm

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 15

Entry requirements: Minimum of two years' experience in a supervisor, manager, team leader or similar role and have adequate literacy levels to achieve success in this programme. Minimum tertiary study at Level 3 - 4 or experience in Hospitality, Tourism and Travel industries

Course Objective: The objective of this qualification is to provide the hospitality sector with people who are able to work in management roles, with minimal supervision, across a range of hospitality sectors.

Graduates will have enhanced employment opportunities within hospitality management roles across a range of establishments in the hospitality sector. This qualification establishes standards of professional practice for hospitality managers that can provide customers with confidence in a range of hospitality environments.

Course Outline:

- Introduction to Tourism and Hospitality Marketing and Communications
- Tourism and Hospitality Business Information Systems
- Managing the Visitor Experience
- Principles of Hospitality Management
- Food Production Operations
- Food and Beverage Service Operations
- Accounting and Finance for Hospitality and Tourism

Course fee: \$600

Course Title: Diploma of Nursing

Duration: 3 year programme

Date: February 2019

Time: Day time classes

Location: School of Nursing and Health Studies, Rarotonga Hospital

Number of participants: 10

Entry requirements: NCEA Level 3 (42 credits) including English, Science and Maths. Attributes and health suitable for nursing

Course Objective: An academic and practice based programme that leads to nursing registration in the Cook Islands.

This programme will also develop the academic skills using biological and social sciences and nursing knowledge to a Level 6 NZQA standard

Course Outline:

It covers relevant theory and practice required to become a Registered Nurse in the Cook Islands. This includes the development of the knowledge, attitudes and skills required to meet the practice competencies of the Cook Islands Nursing Council. Students will also learn how to care for the physical, mental and social wellbeing of people and their communities. All theory and practical requirements will take place at Rarotonga Hospital. The Diploma will be awarded by the Cook Islands Tertiary Training Institute

Course fee: As per Ministry of Health – contact Mary Macmanus

Short Courses

Business Partnerships

Business partnerships is a division in our courses that provides tailored training for your organization. This is primarily based on upskilling and the needs identified in your specific business that we may be able to support you with. This can be addressed two ways; businesses sending employees to

what we can offer through our Continuing Education courses or discussing with us, your needs to address the development of your business. All of these courses delivered are non- accredited therefore based more on upskilling. Please co-ordinate your enquiries with our Business Partnerships co-ordinator Ovaia Liew on email: ovaia.liew@citti.edu.ck.

Course Title: New Start Foundations Course

Duration: 20 hours

Date: Courses are scheduled according to a minimum number of attendees.

Time: Tailored to suit the preferred time of the whole group

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 15

Course Objective: If you are new to studying and would like to know all the protocols around academic writing and expectations for achievement in accredited courses, then this is the course for you. New Start will give you an introduction to what is expected in regards to life as a student and what is required to be successful in your studies

Course Outline: The course will cover how to write a good essay, summarizing information from research texts , writing a variety of texts to support with academic requirements e.g. description, explanation, summary, report writing, analysing text and reading comprehension, sourcing research (Internet research, library research, Next Cloud research), good academic practice including avoiding plagiarism, managing your time effectively, notetaking and revision, referencing, computer skills for studies and developing skills in presentations.

Course fee: \$50

Course Title: Effective Supervisory Management

Duration: 50 hours

Date: Courses are scheduled according to a minimum number of attendees.

Time: Tailored to suit the preferred time of the whole group

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 15

Course Outline: These non-accredited courses are aimed at first time managers/supervisors or people in junior managerial roles. These courses are a preamble to the First Line Management qualification. This Course is designed for people who have been promoted to a senior position within an organisation or who are in a supervisory role. This course will help you become an effective manager and become an effective leader.

Course fee: \$100

Course Title: COM001 – Communication in the Workplace

Duration: 1 day course

Date: Tuesday 26 February 2019 and Friday 15 March 2019

Time: 8.30am – 4pm

Location: Trades and Technology Campus, Arorangi

Number of participants: 15

Course Outline:

- What is effective communication?
- Principles and types of business documents, eg reports, letters, emails
- Using technology to produce business documents
- Document layouts and content including style, font, format, table of contents and referencing
- Spelling, punctuation and grammar
- Proofreading and editing documents

Course fee: \$100

Course Title: COM002 – Communicating Effectively with Individuals and Groups

Duration: 1 day course

Date: Thursday 28 February and Monday 18 March

Time: 8.30am – 4pm

Location: Trades and Technology Campus, Arorangi

Number of participants: 15

Course Outline:

- Listening Skills
- Having difficult conversations with customers and/or colleagues
- Presenting to large groups – techniques and considerations
- Managing your audience
- Feedback and evaluation

Course fee: \$100

Course Title: HR001 – Ethical Recruitment and Selection of Staff

Duration: 1 day course

Date: Monday 4 March and Friday 22 March

Time: 8.30am – 4pm

Location: Trades and Technology Campus, Arorangi

Number of participants: 15

Course Outline:

- What is ethical recruitment – meaning, purpose and application
- The recruitment process – job analysis, job description, person specification, advertising, selection criteria, shortlisting, interview and selection techniques, considerations, appointments
- Exit interviews
- Appeals

Course fee: \$100

Course Title: HR 002 – Performance Management

Duration: 1 day course

Date: Friday 8 March and Monday 25 March

Time: 8.30am – 4pm

Location: Trades and Technology Campus, Arorangi

Number of participants: 15

Course Outline:

- Why performance manage staff?
- Advantages and disadvantages of performance management
- Developing a fair and objective PMS system for your workplace
- Linking staff training and development to PMS
- Giving and receiving feedback

Course fee: \$100

Course Title: HR 003 – Conflict Management in the Workplace

Duration: 1 day course

Date: Monday 11 March

Time: 8.30am – 4pm

Location: Trades and Technology Campus, Arorangi

Number of participants: 15

Course Outline:

- Indicators of conflict
- Causes of conflict
- Stages in the development of conflict
- Reactions to and effects of conflict
- Managing and resolving conflict
- Strategies to minimise conflict

Course fee: \$100

Course Title: HR 004 - Self-Management and Handling Work Place Stress

Duration: 1 day course

Date: Friday 29 March

Time: 8.30am – 4pm

Location: Trades and Technology Campus, Arorangi

Number of participants: 15

Course Outline:

- Establishing and maintaining a balanced life style
- Effective time management (techniques)
- Symptoms and causes of stress in self and others
- Stress management techniques
- Support networks

Course fee: \$100

The following courses will be listed as an “Expressions of Interest” advertisement. This will inform us for the development of these short courses based on the number of participants and level of interest.

Course Title: Food Safety Preparation, Storage, Holding & Serving

Date: Courses are scheduled according to a minimum number of attendees.

Time: Tailored to suit the preferred time of the whole group

Location: Hospitality and Services Campus, Ngatangiia

Number of participants: 8

Course Outline:

- Practice food safety methods in a food business under supervision

Course fee: \$100 – Non-certified

Course Title: Kitchen Hygiene

Date: Courses are scheduled according to a minimum number of attendees.

Time: Tailored to suit the preferred time of the whole group

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 8

Course Outline:

- Practice food safety methods in a food business under supervision
- Clean food production areas and equipment

Course fee: \$100 – Non-certified

\$150 – Both courses above. Certified – upgraded course

Course Title: Basic Culinary skills (pre-requisite Kitchen Hygiene)

Date: Courses are scheduled according to a minimum number of attendees.

Time: Tailored to suit the preferred time of the whole group

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 8

Course Objectives: These short courses are designed to help you upskill and gain knowledge in Basic Culinary Skills

Course Outline:

- Handle and maintain knives in a commercial kitchen
- Prepare fruit and vegetable cuts
- Prepare and present salads for service
- Prepare and present basic sandwiches for service

Course fee: \$100

Course Title: Art of Coffee Making

Date: Courses are scheduled according to a minimum number of attendees.

Time: Tailored to suit the preferred time of the whole group

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 8

Course Outline:

- Demonstrate knowledge of commercial espresso coffee
- Equipment and prepare espresso beverages under supervision
- Prepare and present espresso beverages for service
- Interact with customers in a service delivery context

Course fee: \$100

Course Title: Food and Beverage Table Service

Date: Courses are scheduled according to a minimum number of attendees.

Time: Tailored to suit the preferred time of the whole group

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 8

Course Outline:

- Prepare and clear areas for table service in a commercial Hospitality

- establishment
- Provide table service in a commercial Hospitality Establishment
- Prepare and serve hot and cold non-alcoholic drinks in a commercial hospitality establishment

Course fee: \$100

Course Title: Introduction to Baking

Date: Courses are scheduled according to a minimum number of attendees.

Time: Tailored to suit the preferred time of the whole group

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 8

Course Outline:

- Prepare and produce basic hot and cold dessert items in a commercial kitchen
- Prepare and cook basic pastry dishes in a commercial Kitchen

Course fee: \$100

Course Title: Teamwork and Team Building

Date: Courses are scheduled according to a minimum number of attendees.

Time: Tailored to suit the preferred time of the whole group

Location: Hospitality and Services Campus, Ngatangia

Number of participants: 15

Course Outline: This course will provide you with the power of team work and give you the skills to identify the characteristics that are important to

building an effective team, understanding the importance of team-work and provide you with the tools and techniques to deal with issues and conflicts within a team.

Course fee: \$100

Course Title: Negotiation skills

Date: Courses are scheduled according to a minimum number of attendees.

Time: Tailored to suit the preferred time of the whole group

Location: Hospitality and Services Campus, Ngatangiia

Number of participants: 15

Course Outline: This course will provide you with the skills necessary to successfully negotiate (deals, policies, contracts or other) in your personal and professional life.

Course fee: \$100

Course Title: Basic Engineering and Welding

Date: March 2019

Time: Day time course

Location: Trades and Technology Campus, Arorangi

Number of participants: 6

Course Outline:

- Learning to build simple engineering projects
- Basics of Gas cutting, Arc and Mig welding

Course Fee: \$100

Course Title: Te Uki Tumanava Programme

Duration: 20 weeks

Date: Intake 1: February – June

Intake 2: July to December 2019

Time: 9am-3pm, Monday to Thursday

Location: Trades and Technology Campus, Arorangi

Number of participants: 8-10

Entry requirements: 16 – 19 years old

Successful applicants must have the physical capability and a level of literacy and numeracy to achieve success students will be further interviewed as part of CITTl wrap around approach to support, guide and assess their individual goals and possible requirements for targeted assistance to achieve

Course Objective: Te Uki Tumanava programme provides its participants with opportunities to explore potential study pathways and/ or employment. Participants will develop core life skills such as communication, literacy and numeracy, health and well-being and career planning along with skills in building & construction and hospitality.

Course Outline:

- Carpentry
- Hospitality
- Agriculture
- Health and Well-being

Course Title: Kia Orana Service

Duration: 1 day course

Date February – June 2019 – contact any CITTl campus for actual dates and times

Location: Rarotonga and Pa Enua

Number of participants: 10+ per class

Course Outline: A Cook Islands Tourism Corporation initiative in partnership with the Cook Islands Tertiary Training Institute. This informative and interactive course will cover our Cook Islands “Kia Orana values” and a series of effective customer service based topics

Course Fee: Free of charge

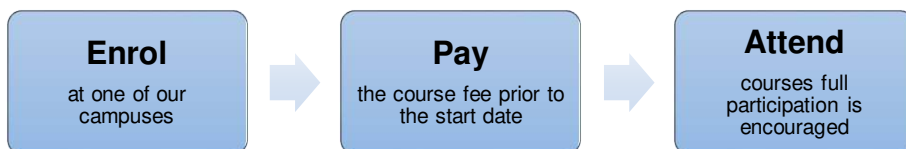
Continuing Education

CITTI offers short courses are designed for beginners, with no prior experience necessary. Course fee includes course handouts and some ingredients/ resources. Additional fees may be required for some courses offered.

Please refer to the attached 2019 calendar for course information.

To register for Continuing Education courses, please contact our Continuing Education Coordinator, Violet Tisam on +682 21 471 or email violet.tisam@citti.edu.ck

How to enrol...



Pa Enea Training programmes

The Pa Enea is an important part of CITTl's programming with the aim of providing high quality on-island training for Cook Islanders so that they can stay on their home islands. Pa Enea programmes are community-based and responsive to the unique needs of each island. Aitutaki and Mangaia have full time programmes as they have the largest populations. We also offer programmes in Atiu and Pukapuka.

Other islands have visiting programs with expected growth in tertiary and community education over the years.

We have also collaborated with schools in the southern group to establish trades and hospitality learning programmes for secondary school and adult students.

Pukapuka (TE ULU O TE WATU)

The Te Ulu o Te Watu Learning Centre offers a comprehensive community and youth education programme focused on traditional crafts, trade skills, computer literacy, English and Pukapukan language, cooperative businesses and cultural preservation.

The Learning Centre (aka “University of Pukapuka”) runs out of Niua School. It works closely with the villages and youth groups to provide arts and culture preservation, continuing education and individualized learning.

For more information on courses, please contact our Pukapuka Island Broker

Atiu (ENUA MANU)

Continuing education courses are on offer throughout the year such as Cookery, Bird Life, Traditional carving and Eel trap making.

For more information on courses, please contact our Atiu Island Broker

Mangaia (AUAU)

Mangaia has a focus on continuing education, trades and agriculture working closely with the Island Council and adapting training to its needs.

For more information on courses, please contact our Mangaia Island Broker

Aituaki (ARAURA)

The Te Rito O Araura Learning Centre works closely with the villages and youth groups to provide arts and culture preservation, continuing education and a range of courses.

For more information on courses, please contact our Aitutaki Island Broker

Academic Calendar 2019

IMPORTANT DATES

| | |
|------------------------------|----------|
| Start of Semester One | 4 March |
| Public Holiday—Good Friday | 19 April |
| Public Holiday—Easter Monday | 22 April |
| Public Holiday—Anzac Day | 25 April |

| | |
|---------------------------------|----------------|
| Public Holiday—Queen’s Birthday | 3 June |
| End of Semester One | 26 July |
| Public Holiday—Ariki Day | 5 July |
| Public Holiday—Constitution Day | 5 August |
| Start of Semester Two | 12 August |
| Public Holiday—Gospel Day | 28 October |
| End of Semester Two | 20 December |
| CAMPUS CLOSES | 24 December |
| Public Holiday—Christmas Day | 25 December |
| Public Holiday—Boxing Day | 26 December |
| New Year’s Day | 1 January 2020 |
| Public Holiday | 2 January 2020 |

Disclaimer: Information contained in this publication is correct at the time of printing, but may be subject to change. Whilst all reasonable efforts will be made to ensure listed programmes are offered and regulations are correct, CITTl reserves the right to change content, method of delivery, to withdraw any programme, impose limitations on enrolment, change scheduled class times, and days should circumstances require this. For updates if any, contact our team



