



COOK ISLANDS
Ministry of Education
Maraurau o te Pae Api'i



COOK ISLANDS TERTIARY TRAINING INSTITUTE

PROSPECTUS 2020



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA



A City & Guilds Group Business



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DIRECTOR'S 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 2020 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 programmes 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 which fall under accredited and non-accredited courses. We have a division called Business Partnerships which caters for upskilling, non-accredited, short courses. This includes delivery to all industries and services training that is relevant to your needs and requests. The concept of upskilling allows industries to engage their employees in customised 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. We encourage you all to take advantage of these programmes and engage and enjoy the lifelong learning journey.

Units of Learning

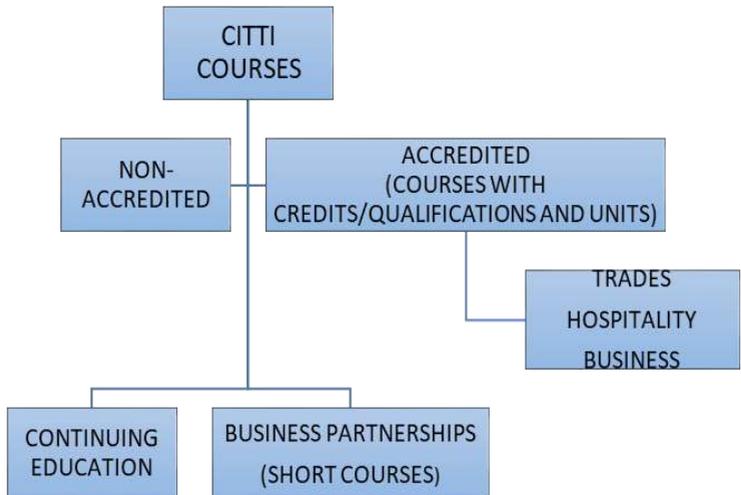
We are now offering an exciting learning opportunity, especially for those in industry, to take advantage of our “units of learning” for selected qualifications. This means that you can study specific units selected from our qualifications which are relevant to your industry. You now have the option of completing units that you require rather than committing to a full qualification. This also allows you to tailor your needs in your workplace to your specific needs. Please give us a call so that we can discuss more options of how this might work for you.

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 2020 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 2020.

Akaiti MAOATE

CITTI Director
2020



WHERE TO ENROL?

RAROTONGA

CITTI - Hospitality and Services Campus

Ngatangia, Rarotonga, Cook Islands

Phone +682 226 28

CITTI -Trades and Technology Campus

Arorangi, Rarotonga, Cook Islands

Phone +682 214 71

OUTER ISLANDS CAMPUSES (PA ENUA)

AITUTAKI—Amuri

Phone +682 31212

ATIU

MANGAIA

PUKAPUKA

Phone +682 413 57

OR

email us at study@citti.edu.ck and join us on

www.citti.edu.ck





***“WE TEACH THE SKILLS YOU NEED FOR THE
LIFE YOU WANT...”***

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

STAFF CONTACTS

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YOUR PATHWAY...



SHORT COURSES

Food Safety Preparation, Storage, Holding & Serving

Food Safety - Level 2

Basic Culinary Skills (pre-requisite Kitchen Hygiene)

Food and Beverage Table Service

Effective Supervisory Management

Teamwork and Team Building

Employee Recruitment

Negotiation Skills

Basic Engineering, Welding and Electronic Courses

CONTINUING EDUCATION

Scheduled dates to be advertised

OUTER ISLANDS CAMPUSES (PA ENUA)

- Pukapuka
- Atiu
- Mangaia
- Aitutaki



COURSES AND FEE INFORMATION

Prices for units vary and are dependent on credit awards and learner hours. Please enquire about our prices and fees. The prices below are stated only for the period of the 2020 year for full qualifications. Learners will be charged extra administrative fees on a yearly basis. **NOTE:** Pa Enea fees include 80% of full qualification fees only.

	LEVEL	PROVIDER	LOCAL	INT'AL	UNITS LOCAL	UNITS INT'AL
BUSINESS			\$	\$	\$	\$
Customer Service	1	City & Guilds	100	200	N/A	N/A
Customer Service	2	City & Guilds	200	200	N/A	N/A
Customer Service	3	City & Guilds	300	200	N/A	N/A
NZ Certificate in Business (Introduction to Small Business)	3	Skills	700	1,400	200 per unit	500 per unit
NZ Certificate in Business (Introduction to Team Leadership)	3	Skills	700	1,400	200 per unit	500 per unit
NZ Certificate in Business (First Line Management)	4	Skills	700	1,400	200 per unit (11)	500 per unit
New Zealand Diploma in Business	5	AIS	1,000	2,000	200 per unit (7 units)	500 per unit
New Zealand Diploma in Tourism/ Travel Management	5	AIS	1,000	2,000	200 per unit (7 units)	500 per unit
New Zealand Diploma in Hospitality Management	5	AIS	1,000	2,000	200 per unit (7 units)	500 per unit
HEALTH AND BEAUTY QUALIFICATIONS						
City and Guilds Diploma in Body and Spa Therapy	2	City & Guilds	1,000	1,500	200 per unit	500 per unit
City and Guilds Diploma in Body and Spa Therapy	3	City & Guilds	1,000	1,750	200 per unit	500 per unit

HOSPITALITY

City and Guilds Certificate in Food Preparation and Cooking	1	City & Guilds	1000	1300	200 per unit	500 per unit
City and Guilds Diploma in Food Preparation and Cooking	2	City & Guilds	1,100	1,500	200 per unit	500 per unit
International Award in Barista Skills	2	City & Guilds	100	300	N/A	N/A
City and Guilds Professional Bartending	2	City & Guilds	200	400	N/A	N/A
City and Guilds Food and Beverage Certificate	1	City & Guilds	300	500	N/A	N/A
City and Guilds Food and Beverage Diploma	2	City & Guilds	400	600	N/A	N/A

TRADES QUALIFICATIONS

New Zealand Certificate in Automotive Engineering	3	Skills	600	1,200	200 per unit	500 per unit
Pre-Building Trade Certificate (Stage1)	1-4	BCITO	600	1,200	200 per unit	500 per unit
Building—Trade Certificate (Stage 2)	2	BCITO			200 per unit	500 per unit
Advanced Building Trade Certificate (Stage 3)	3	BCITO	600	1,200	200 per unit	500 per unit
BCATS Starter		BCITO	600	1,200	200 per unit	500 per unit
BCATS Advanced Level 3	3	BCITO	600	1,200	200 per unit	500 per unit
National Certificate in Electrical Engineering	4	Skills			200 per unit	500 per unit
NZ Certificate in Electrical Engineering	3	Skills			200 per unit	500 per unit
NZ Certificate in Plumbing, Gasfitting and Drainlaying	3	Skills			200 per unit	500 per unit

BUSINESS



PATHWAYS

Effective Supervisory Management	NA
Customer Service	Level 1/2/3
Introduction to Small Business	Level 3
Introduction to Team Leadership	Level 3
First Line Management	Level 4
NZ Diploma in Business	Level 5
NZ Diploma in Tourism and Travel Management	Level 5
NZ Diploma in Hospitality Management	Level 5

Course Title:	Customer Service
	Level 1 City and Guilds
Duration:	5 months
Date:	March 2020
Time:	Evening classes – 5:00—8:00 pm
Location:	Hospitality and Services Campus, Ngatangia
Number of Participants:	15
Number of Credits:	6

Course Objectives:

The qualification is aimed at people seeking a first qualification in customer service. It is a single subject, demonstrating an understanding of the principles behind customer service and a foundation upon which to progress within this particular area of study. Potential job occupations are: Bank/Building Society Customer Adviser, Customer Service Adviser (Post Office), Customer Service Assistant/Manager or Local Government Customer Services Officer. This qualification provides opportunities for the learner to progress onto our Level 2/3 Certificates in Customer Service, as well as the possibility of getting a job within the Customer Service environment where they could then progress onto the Level 1/2/3 NVQ in Customer Service.

Course Outline:

There are four learning outcomes and at the end of this unit you will be able to:

- State how to deliver good customer service
- State different communication methods
- State how to provide good customer service in line with organisational procedures
- State how to effectively deal with customer queries, problems and complaints.

Course Fee : \$100

Course Title:	Customer Service Level 2 City and Guilds
Duration:	5 months
Date:	March 2020
Time:	Evening classes – 5:00—8:00 pm
Location:	Hospitality and Services Campus, Ngatangia
Number of Participants:	15
Number of Credits:	6

Course Objectives:

This level aims to provide the learner with the essential knowledge and skills required to deliver good customer service within the limit of their responsibility. They will show an understanding of what is meant by customer satisfaction and what the needs and expectations of different customers are and how to deal with them, demonstrating the knowledge of appropriate verbal and non-verbal communication techniques.

Course Outline:

Candidates at this level are likely to have had some experience in dealing with customers and wish to further develop and apply their skills. This level of study is aimed at candidates with experience working in a customer services environment who wish to progress to supervisory level. Candidates are likely to have had experience working as part of a team and now wish to develop their own skills further as well as progressing to a supportive role.

Course Fee : \$200

Course Title:	Customer Service Level 3 City and Guilds
Duration:	5 months
Date:	March 2020
Time:	Evening classes – 5:00—8:00 pm
Location:	Hospitality and Services Campus, Ngatangia
Number of Participants:	15
Number of Credits:	6

Course Objectives:

This level aims to provide the learner with the essential knowledge and skills required to deliver good customer service within the limit of their responsibility. Learners will develop an understanding of what is meant by customer satisfaction, what the needs and expectations of different customers are, and how to deal with them by demonstrating the knowledge of appropriate verbal and non-verbal communication techniques.

Course Outline:

Learners at this level are likely to have had some experience in dealing with customers and wish to further develop and apply their skills. This level of study is aimed at those learners who have had experience working in a customer services environment and who wish to progress to supervisory level. Learners are likely to have had experience working as part of a team and now wish to develop their own skills further, as well as progressing to a supportive role.

Course Fee : \$300



Course Title: **New Zealand Certificate in Business
(Introduction to Small Business)**

Level 3 SKILLS NZ, NZQA

Duration: 1 year

Date: Semester 2—July 2020

Time: Evening classes – 5:00—8:00 pm

Location: Hospitality and Services Campus, Ngatangiia

Number of Participants: 15

Entry Requirements:

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

Course Objectives:

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 including first feasibility, building a business plan and other relevant skills.

Course Outline:

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

Course Fee : \$700

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

Duration: 12-18 months

Date: March 2020

Time: Evening classes – 5:00—8:00 pm

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 Objectives:

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 : \$700

Introduction to Team Leadership - Level 3 Course Units

UNITS OF LEARNING	
UNITS	UNIT NAME
377	Demonstrate knowledge of diversity in the workplace
1312	Give oral instructions in the workplace
3488	Write business correspondence for a workplace
7106	Prepare learning plans and provide guidance for individual adult learning
7123	Apply a problem solving method to a problem
8495	Develop self to improve own performance in an organisation
9680	Communicate within a specified organisation context
9681	Contribute within a team or group which has an objective
9704	Manage interpersonal conflict
9705	Give and respond to feedback on performance
11097	Listen actively to gain information in an interactive situation
24874	Demonstrate knowledge of performance management
27557	Behave according to organisational requirements
27563	Describe teams and team leadership
27565	Train colleagues in the workplace

Note: These units can be studied as individual units.

Please contact our administrators for more information.





Course Title: **New Zealand Certificate in Business
(First Line Management)
Level 4 Skills NZ, NZQA**

Duration: 12 –18 months

Date: 18 March 2020—July 2021

Time: Evening classes – 5:00—8:00 pm

Location: Hospitality and Services Campus, Ngatangia

Number of Participants: 15

Entry Requirements:

NZ Certificate in Business (Introduction to Team Leadership) Level 3. A minimum of two years' experience in a supervisor, manager, team leader or similar role and have adequate literacy skills to achieve success in this programme. Access to a computer and the internet is required.

Course Objectives:

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; communicate effectively with stakeholders; and learn how to create culturally inclusive environments. Learners will also gain practical administration and financial management skills to help them manage their everyday responsibilities more effectively.

Course Fee : \$700

FIRST LINE MANAGEMENT	
Level 4 COURSE UNITS	
UNITS	UNIT NAME
1987	Develop strategies to establish and maintain positive workplace relationships
11099	Develop strategies for communicating in a culturally diverse workplace
15190	Develop and implement a work team plan
16342	Evaluate organisational design for an organisation
16612	Write documents to achieve effective communication for a business purpose
21335	Lead a team to achieve an objective
23397	Plan and monitor the performance of others
25451	Provide mentoring in an organisation
27558	Manage professional and ethical behaviour of staff in a business operation
27564	Demonstrate knowledge of leadership
27566	Monitor staff performance in an organisation

Note: These units can be studied as individual units.

Please contact our administrators for more information.

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

Duration: 12 –18 months

Date: 1 April 2020—December 2021

Time: Evening classes – 5:00—8:00 pm

Location: Trades Campus, Arorangi

Number of Participants: 15

Entry Requirements:

NZ Certificate in Business (Introduction to Team Leadership) Level 3. A minimum of two years' experience in a supervisor, manager, team leader or similar role and adequate literacy skills to achieve success in this programme. Access to a computer and the internet is required.

Course Objectives:

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 Communication
- 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 careers; communicate effectively with stakeholders; and learn how to create culturally inclusive environments. Learners will also gain practical administration and financial management skills to help them manage their everyday responsibilities more effectively.

Course Fee : \$1,000

DIPLOMA IN BUSINESS

Level 5 COURSE UNITS

	UNITS OF LEARNING
UNITS	UNIT NAME
1	Business Economics
2	English: Study Writing
3	Accounting Principles
4	Management Principles
5	Marketing Principles
6	Business Communication
7	Information Technology Concepts

Note: These units can be studied as individual units. Please contact our administrators for more information.





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

Duration: 1+ year

Date: Semester 1: 1 April 2020

Time: Evening classes – 5:00—8:00 pm

Location: Hospitality and Services Campus, Ngatangiia

Number of Participants: 15

Entry Requirements:

A minimum of two years' experience in a supervisor, manager, team leader or similar role and have adequate literacy skills to achieve success in this programme. Minimum tertiary study at Level 3/4 or experience in the Hospitality, Tourism and Travel industries.

Course Objectives:

This qualification aims to provide the Tourism and Travel industries with individuals who can contribute to the effective implementation of processes in the Tourism industry, proactively support and enhance the visitor experience, and through their skills and knowledge, uphold the importance of tourism in the Pacific. This qualification will benefit the community by enhancing the Cook Island tourism visitor experience 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 : \$1,000

NZ DIPLOMA IN TOURISM AND TRAVEL MANAGEMENT

Level 5 COURSE UNITS

	UNITS OF LEARNING
UNITS	UNIT NAME
1	Principles of Tourism
2	Tourism in New Zealand
3	Tourism in Pacific Island States
4	Introduction to Tourism and Hospitality Marketing and Communications
5	Tourism and Hospitality Business Information Systems
6	Accounting and Finance for Tourism and Hospitality
7	Managing the Visitor Experience

Note: These units can be studied as individual units. Please contact our administrators for more information.

Course Title:	New Zealand Diploma in Hospitality Management Level 5—Auckland Institute of Studies (AIS)
Duration:	1 year
Date:	Semester 1: 1 April 2020
Time:	Evening classes – 5:00—8:00 pm
Location:	Hospitality and Services Campus, Ngatangia
Number of Participants:	15

Entry Requirements:

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. Minimum tertiary study at Level 3/4 or experience in the Hospitality, Tourism and Travel industries

Course Objectives:

This qualification aims 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 which 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 : \$1,000

NZ DIPLOMA IN HOSPITALITY MANAGEMENT

Level 5 COURSE UNITS

UNITS OF LEARNING

UNIT NUMBER	UNIT NAME	CREDITS
ACCT501	Accounting and Finance for Hospitality and Tourism.	15
HOSP501	Principles of Hospitality Management	15
SERV503	Food and Beverage Service Operations	15
PROD502	Food Production Operations	15
MKTG501	Introduction to Tourism and Hospitality, Marketing and Communications.	15
COMP506	Tourism and Hospitality Business Information Systems	15
EXPE505	Managing the Visitor Experience	15
ECON506	Tourism and Hospitality Business Economics	15

Core Generic Modules - 4 units for both qualifications

Note: These units can be gained individually. Please contact our administrator.

CITY AND GUILDS HOSPITALITY COURSES



PATHWAYS

- ⇒ City and Guilds Spa and Beauty Level 2
- ⇒ City and Guilds Spa and Beauty Level 3

This year will be our last year of offering qualifications under the City and Guilds accreditation provider. Take the opportunity to complete Level 3 if you have completed Level 2 previously. Next year, we will be embarking on a new package of qualifications with NZQA.



Course Title: **City and Guilds Diploma in Beauty and Spa Therapy—Level 2**

Duration: 1 year

Date: March 2020—(Course scheduled according to a minimum number of enrolments)

Time: TBA on enrolment

Location: Hospitality and Services Campus, Ngatangia

Number of Participants: 8-15

Entry Requirements:

A minimum of 2 years' experience in the Beauty and Spa industry

Course Objectives:

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 practice 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 : \$1,000

CITY AND GUILDS SPA AND BEAUTY

LEVEL 2

COURSE UNITS

UNITS OF LEARNING

UNIT NUMBER	UNIT NAME	CREDITS
201	Working in beauty related industries	4
202	Follow health and safety in the salon	3
203	Client care and communication in beauty related industries	2
205	Promote products and service to clients in a salon	4
216	Salon reception duties	3
204	Provide Facial skincare	7
206	Remove hair using waxing techniques	6
207	Provide manicure treatments	5
208	Provide pedicure treatments	5
210	Provide eyelash and brow treat-	4
222	Head massage	4
223	Apply skin tanning techniques	4
224	Facial care for men	4

These units will also be delivered in bundles. Please contact our administrator for more information.

CITY AND GUILDS SPA AND BEAUTY LEVEL 3

COURSE UNITS

UNITS OF LEARNING

301	Working with colleagues within the beauty industry	2
302	Monitor and maintain health and safety practice in the salon	4
303	Client care and communication in beauty related industries	3
304	Promote and sell products and services to clients	4
305	Provide Body Massage	9
309	Provide massage using pre blended aromatherapy oils	7
325	Monitor and maintain spa area	5
326	Provide Spa treatments	7
311	Provide Indian head massage	6
322	Apply stone therapy massage	9
331	Maintain personal health and well-being	7

These units will also be delivered in bundles. Please contact our administrator for more information.

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

Duration: 1 year

Date: March 2020—(Finalised date TBA)

Time: TBA 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 Objectives:

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 practice 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 : \$1,000

Course Title: **City and Guilds Certificate in Food Preparation and Cooking—Level 1**

Duration: 1 year

Date: March - December 2020

Time: TBA

Location: Hospitality and Services Campus, Ngatangia

Number of Participants: 12

Entry Requirements:

Proficiency in English. A suitable grade is required in the TEC Literacy and Numeracy test. Some industry experience would be an advantage.

Course Objectives:

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 want to progress as a qualified chef and will be able to demonstrate the ability to perform practical skills and gain the necessary knowledge in order to complete the assessments.

This 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 food 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

Course Fee : \$1,000

Course Title: **City and Guilds Certificate in Food Preparation and Cooking (Culinary Arts) —Level 2**

Duration: 1 year

Date: March 2020 - February 2021

Time: 9:00 am—2:00 pm

Location: Hospitality and Services Campus, Ngatangia

Number of Participants: 12

Entry Requirements:

A minimum of 5 years' work experience 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. A suitable grade is required in the TEC Literacy and Numeracy test.

Course Objectives:

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
- Aspiring hospitality students interested in becoming chefs
- Working adults who are looking to upgrade

Each week apprentices apply their knowledge to 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 : \$1,000

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

Duration: 6 Months

Time: 9:00 am—2:00 pm

Location: Hospitality and Services Campus, Ngatangia

Number of Participants: 12

Entry Requirements:

A 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 Objectives:

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 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: 5:00—8:00 pm

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 Objectives:

The Level 2 Diploma in 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: **City and Guilds International Award in Barista Skills—Level 2**

Duration: 20 Hours

Date: Semester 1: TBA; Semester 2: July 2020

Time: Evening Classes—5:00—8:00 pm

Location: Hospitality and Services Campus, Ngatangia

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 for employment and/or career progression in the hospitality sector.

Course Objectives:

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, cafés, 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 Award in Professional Bartending —Level 2**

Duration: 20 Hours

Date: Semester 1: July 2020

Time: Evening Classes: 5:00—8:00 pm

Location: Hospitality and Services Campus, Ngatangia

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 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 Objectives:

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

TRADES

BUILDING AND CONSTRUCTION

INDUSTRY TRAINING



PATHWAYS

- NZ Pre-Building Trade Certificate Stage 1
- NZ Building Trade Certificate Stage 2
- NZ Advanced Building Trade Certificate Stage 3
- BCATS Starter
- BCATS Advanced Programme Level 3 NZ Certificate

This year we are offering a new qualification which is BCATS Level 3. We are also offering a pathway called Carpentry for Women which will be delivered one night during the week over a duration of 15 weeks. This course is a non-accredited course. This year will be the last year for offering Pre-Building Trade Certificate Stage 1 and Building Trade Certificate 2.

TRADES

CITTI Trades & Technology:

Our goal at Trades & Technology is to provide upskilling, training and support in the “Hard Trades” in Rarotonga and the Pa Enuu.

In 2020 we will continue to offer courses in Automotive, Building, Electrical Engineering, Plumbing, Gas-fitting and Drain-laying and Refrigeration and Air-conditioning. If you are looking at up-skilling or going further and gaining a qualification in the trades industry, then please come and see us in Arorangi.



We will also be starting a class called Carpentry for Women and a Wet TRADES delivery of units so watch this space and keep in touch with our exciting new courses for 2020.



Course Title:	Pre-Building Trade Certificate Stage 1
Duration:	1 Year
Date:	March—December 2020
Time:	Evening Classes
Location:	Trades and Technology Campus, Arorangi
Number of Participants:	10+
Number of credits	66
Number of units	16

Entry Requirements:

NCEA Level 1 or work related experience

Course Objectives:

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 selected unit standards. Students on this course will learn the underpinning knowledge and apply the practical skills required to work towards the Building Trades Certificate.

Course Fee : \$600

COURSE OUTLINE			
UNIT STANDARD	TITLE	LEVEL	CREDIT
12997	Safety	3	3
12998	Hand Tools	3	4
13000	Portable Power Tool	3	4
13006	Footings & Slab	4	2
13008	Formwork to 1.2m	3	4
13002	Timber	3	2
12999	Machining Equipment	3	3
13036	Safety	4	4
13037	Hand Tools	3	6
13039	Portable Power Tools	3	8
13043	Footings & Slab	3	8
13045	Formwork to 1.2m	3	12
13038	Bench Saws	3	2
6400	Manage First Aid	3	2
6401	First Aid	2	1
6402	First Aid	1	1

Course Title:	Building Trade Certificate Stage 2
Duration:	2 Years
Date:	TBA
Time:	Evening Classes
Location:	Trades and Technology Campus, Arorangi
Number of Participants:	10+
Number of credits	171
Number of units	29

Entry Requirements:

NCEA Level 1 or work related experience

Course Objectives:

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 selected unit standards. Students on this course will learn the underpinning knowledge and apply the practical skills required to work towards the Advanced Building Trade Certificate.

Course Fee : \$600



Building Trade Certificate Stage 2		COURSE OUTLINE	
UNIT STANDARD	TITLE	LEVEL	CREDIT
24378	Building calculations	3	4
13004	Set out	4	3
13005	Levelling	4	3
13015	Subcontractors	3	1
13016	Scaffolding	3	2
13017	Exterior cladding	4	3
13024	Pole framing	4	1
13026	Retaining walls	3	2
13029	Commercial formwork	4	3
13033	Alternative construction	4	1
13034	Pre-fabricated beams	4	1
24362	Working drawings and specs	3	3
24363	Suspended concrete floors	4	2
24379	Preliminary work	4	2
24380	Pile foundations	3	4

UNIT STANDARD	TITLE	LEVEL	CREDIT
24381	Floor framing and flooring	3	3
24391	Masonry and Paving	3	2
13052	Subcontractors	3	4
13053	Scaffolding	3	4
13062	Retaining walls	3	10
13063	Masonry and paving	3	2
24396	Piles and sub-floor framing	3	16
24697	Floor framing and flooring	3	10
13065	Commercial form-work	4	16
13060	Pole frames/ platforms	4	12
13041	Setting out	4	7
13042	Levelling	4	5
24398	Exterior cladding	4	16
13040	Preliminary work	4	3

Course Title: **Advanced Building Trade Certificate
Stage 3**

Duration: 1 Year

Date: TBA

Time: Evening Classes

Location: Trades and Technology Campus, Arorangi

Number of Participants: 10+

Number of credits **87**

Number of units **18**

Entry Requirements:

NCEA Level 1 or work related experience

Course Objectives:

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 selected unit standards. Students on this course will learn the underpinning knowledge and apply the practical skills required to work towards our BCATS starter course programme.

Course Fee : \$600

COURSE OUTLINE			
UNIT STANDARD	TITLE	LEVEL	CREDIT
13009	Reinforcing	3	1
13023	Hardware	3	2
13028	Adhesives and sealants	3	2
18732	Timber roof trusses	4	8
21211	Weatherproofing	3	4
24382	Wall framing	4	5
24385	Interior/exterior joinery	3	2
24386	Insulation and sound	4	2
24388	Interior linings and trim	4	5
24389	Stairs and ramps	4	4
24392	Alterations	4	3
13046	Reinforcing	3	5
13049	Timber wall framing	4	16
13058	Interior linings and trim	4	10
13059	Fixings and hardware	3	4
13064	Adhesives and sealants	4	3
24399	Joinery	3	10
24401	Thermal insulation	3	1

Course Title:	BCATS Starter
Duration:	1 Year
Date:	TBA
Time:	Evening Classes
Location:	Trades and Technology Campus, Arorangi
Number of Participants:	10+
Number of credits	26
Number of units	7

Entry Requirements:

NCEA Level 1 or work related experience



COURSE OUTLINE			
UNIT STANDARD	TITLE	LEVEL	CREDIT
24354	Demonstrate knowledge of and apply safe working practices in a BCATS workplace	2	4
24357	Receive instructions and communicate information in relation to BCATS projects	2	4
25319	Demonstrate knowledge of the carpentry industry within a BCATS environment	2	2
24360	Demonstrate knowledge of timber and other construction materials used in BCATS projects	2	5
24353	Demonstrate knowledge of and create sketches and drawings for BCATS projects	2	6
25919	Use hardware and fastenings for a BCATS project	1	2
25920	Use joints for a BCATS project	1	3

Course Objectives:

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 selected unit standards. Students on this course will learn the underpinning knowledge and apply the practical skills required to work towards our BCATS Secondary qualification.

Course Fee : \$600

Course Title:	BCATS Secondary
Duration:	1 Year
Date:	TBA
Time:	Evening Classes
Location:	Trades and Technology Campus, Arorangi
Number of Participants:	10+
Number of credits	26-28 credits
Number of units	5

Entry Requirements:

NCEA Level 1 or work related experience

Course Objectives:

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 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) advanced unit standards.

Course Fee : \$600

BCATS Secondary Programme			
<ul style="list-style-type: none"> • This programme is made of the four compulsory standards and one project from the elective group • The BCATS Starter Programme is a prerequisite for this programme. 			
ID	Title	Level	Credit
Compulsory Group			
12927	Identify, select, maintain, and use hand tools for BCATS projects	2	6
24350	Identify, select, maintain, and use portable power tools for BCATS projects	2	6
24358	Plan and monitor the construction of a BCATS project, and quality check the product	2	2
24351	Demonstrate knowledge of and use specified fixed	2	6
Elective Group Choose ONE of the following:			
12932	Construct timber garden furniture and items of basic	2	8
12936	Construct a non-consent timber framed utility building as a BCATS project	2	8
25921	Make a cupboard as a BCATS project	2	6
	Total Credits (dependent on chosen elective)		26 - 28

Course Title:	BCATS Advanced Level 3 NZ Certificate
Duration:	1 Year
Date:	TBA
Time:	Evening Classes
Location:	Trades and Technology Campus, Arorangi
Number of Participants:	10+
Number of credits	40
Number of units	8

Entry Requirements:

NCEA Level 1 or work related experience

Course Objectives:

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 selected unit standards. Students on this course will learn the underpinning knowledge and apply the practical skills required to work within this level of construction.

Course Fee : \$600

BCATS Advanced Programme – Level 3 New Zealand Certificate			
ID	Title	Level	Credit
29684	Undertake a stage 3 BCATS project	3	12
29677	Follow safe workplace practices, and contribute to a health and safety culture, in a	3	2
29678	Demonstrate knowledge of, select, and use materials for a stage 3 BCATS project	3	4
29679	Develop and use BCATS project documentation for a stage 3 BCATS project	3	8
29680	Communicate and work collaboratively in a stage 3 BCATS project	3	5
29681	Measure and calculate for a stage 3 BCATS	3	3
29682	Select, use, and maintain tools, equipment and machinery for a stage 3 BCARS project	3	4
29683	Incorporate other building, construction and allied trades into a stage 3 BCATS pro-	3	2
	Total Credits available		40



Course Title: **National Certificate in Automotive Engineering**

Duration: 1 Year

Date: March—December 2020

Time: Evening Classes

Location: Trades and Technology, Arorangi Campus

Entry Requirements:

NCEA Level 1 or work related experience

Course Objectives:

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 CITTI.

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 Qualifications Framework. Students may pursue further studies to complete a full qualification outside of these delivery courses to achieve the full qualification (NZ Certificate in Automotive Engineering)

Course Fee : \$600

NEW ZEALAND CERTIFICATE IN AUTOMOTIVE LEVELS 3 & 4

UNIT STANDARDS	DETAILS	CREDITS
OUTCOME 1	Follow workplace policies, procedures and relevant regulations to work safely and effectively in an automotive workshop	10
OUTCOME 2	Use tools and equipment to complete basic workshop engineering tasks	15
OUTCOME 3	Apply fundamental automotive engineering knowledge to service engine, and driveline systems	30
OUTCOME 4	Check operation of, and perform minor repairs on, electrical and electronic systems	40
OUTCOME 5	Apply fundamental automotive engineering knowledge to service steering, suspension and brake systems	25
OUTCOME 6	Monitor the workplace and respond to issues as required to maintain a safe and effective workplace	15
OUTCOME 7	Apply the appropriate precautionary measures when servicing and repairing high risk light automotive systems	10
OUTCOME 8	Diagnose and repair common faults in light vehicle engines and driveline systems	55
OUTCOME 9	Diagnose and repair common faults in light vehicle electrical and electronic systems	60
OUTCOME 10	Diagnose and repair common faults in light vehicle steering, suspension and braking systems	60

Course Title: **National Certificate in Electrical Engineering—Level 4**

Duration: 1 Year

Date: March—December 2020

Time: Evening Classes

Location: Trades and Technology, Arorangi Campus

Number of Participants: 10+

Entry Requirements:

National Certificate in Electrical Engineering Levels 2 & 3

Course Objectives:

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, as well as 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 the NZ Certificate in Electrical Engineering.

Course Fee : \$600

Course Title: **New Zealand Units in Electrical Engineering—Level 3**

Duration: 1 Year

Date: March—December 2020

Time: Evening Classes

Location: Trades and Technology, Arorangi Campus

Number of Participants: 10+

Entry Requirements:

National Certificate in Electrical Engineering Levels 2 & 3

Course Objectives:

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, as well as 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 the NZ Certificate in Electrical Engineering.

Course Fee : \$600

Course Title: **Plumbing, Fitting and Drain Laying
Level 3**

Duration: 1 Year

Date: February—December 2020

Time: Evening Classes

Location: Trades and Technology, Arorangi Campus

Number of Participants: 10

Entry Requirements:

NCEA Level 1 or work related experience

Course Objectives:

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 Qualifications Framework. 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 : \$600

Course Title: **New Zealand Certificate in Refrigeration and Air Conditioning**

Duration: 6 Months

Date: April—September 2020

Time: Evening Classes: 5:00—8:00 pm

Location: Trades and Technology Campus, Arorangi

Number of Participants: 10

Entry Requirements:

NCEA Level 1 or work related experience

Course Objectives:

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 Qualifications Framework outside of these delivery courses to achieve the full qualification (NZ Certificate in 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 : \$200

TE UKI TUMANAVA PROGRAMME 2020

This is a full time programme specifically designed to assist students in continuing education in a supportive and safe environment. The programme caters for students from the age of 16 years to 19 years.

Students will learn to develop core skills such as Communication, Literacy & Numeracy, Health & Wellbeing, as well as developing skills in Construction & Associated Trades and Hospitality. They will also achieve credits in different subjects.

The Te Uki Tumanava Programme will provide students opportunities for pathways for further studies as well as opportunities for employment. CITTl will support students and families by providing a programme that is practical, enjoyable and can help towards gaining credits in a number of subject areas.

Weekly Programme: 9:00 am—2:00 pm

Location: Trades Campus: ARORANGI
(next to ICI)

Monday –Thursday:

Teaching delivery and practicals

Friday:

Work placements—this includes working at a site in paid employment.

Some of the Exciting Adventures for 2020

- * *Boating and Water Safety*
- * *Experience sailing the Vaka Marumarua Atua*
- * *Agriculture, Healthy Eating & Wellbeing*
- * *Community Connection & Participation*
- * *Hospitality, learn to be a Barista or Chef*
- * *Introduction to Sports and Sports Coaching*
- * *Know your Environment*

Enrolment Requirements

- ⇒ *Minimum age - 16 years to 19 years (female & male)*
- ⇒ *School leavers*
- ⇒ *Enrolments subject to student and family interview process*
- ⇒ *Literacy and numeracy testing on acceptance of student*



SHORT COURSES

Business Partnerships

Business partnerships is a division of our courses that provides tailored training for your organisation.

This is primarily based on upskilling and the needs identified in your specific business that we may be able to support you with.

Business partnerships can be addressed two ways:

1. businesses sending employees to the courses we offer through our Continuing Education programme, or
2. discussing with us your needs to address the development of your business.

All courses delivered are non-accredited and are therefore based on upskilling.

Please co-ordinate your enquiries with our Business Partnerships Co-ordinator, Mata Hetland on email mata.hetland@citti.edu.ck



Maritime Boating Education Train the Trainer workshops (in association with the Cook Islands Ministry of Transport and the Cook Islands High Commission)



CITI Upskilling Tutor Training Workshops



Course Title: **New Start Foundations Course**

Duration: 20 Hours

Date: Courses are scheduled according to the minimum number of enrolments being received

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

Location: Hospitality and Services Campus, Ngatangia

Number of Participants: 15

Course Objectives:

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, summarising information from research texts, writing a variety of texts to support academic requirements e.g. description, explanation, summary, report writing, analysing text, reading comprehension, sourcing research (internet research, library research, Next Cloud research), good academic practice including avoiding plagiarism, managing your time effectively, notetaking, 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 the minimum number of enrolments being received
Time:	Tailored to suit the preferred time of the group
Location:	Hospitality and Services Campus, Ngatangia
Number of Participants:	15

Course Objectives:

Non-accredited courses are aimed at first time managers/supervisors or people in junior managerial roles. They are an introduction to the First Line Management qualification.

Course Outline:

This course is designed for people who have been promoted to a senior position within an organisation or who are in a supervisory role. It 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:	Courses are scheduled according to the minimum number of enrolments being received
Time:	8:30 am—4:00 pm
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: Courses are scheduled according to the minimum number of enrolments being received

Time: 8:30 am—4:00 pm

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: Courses are scheduled according to the minimum number of enrolments being received

Time: 8:30 am—4:00 pm

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:	HR002– Performance Management
Duration:	1-day Course
Date:	Courses are scheduled according to the minimum number of enrolments being received
Time:	8:30 am—4:00 pm
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:	HR003—Conflict Management in the Workplace
Duration:	1-day course
Date:	Courses are scheduled according to the minimum number of enrolments being received
Time:	8:30 am—4:00 pm
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: **HR004—Self-Management and Handling Workplace Stress**

Duration: 1-day course

Date: Courses are scheduled according to the minimum number of enrolments being received

Time: 8:30 am—4:00 pm

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 and Serving**

Date: Courses are scheduled according to the minimum number of enrolments being received

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

Course Fee : \$100—Non-Certified

Course Title: Kitchen Hygiene**Date:** Courses are scheduled according to the minimum number of enrolments being received**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 or
 \$150 for both courses (Kitchen Hygiene and Food Safety
 Preparation, Storage, Holding & Serving)
 Certified—upgraded course

**Course Title: Basic Culinary Skills
(pre-requisite Kitchen Hygiene)****Date:** Courses are scheduled according to the minimum number of enrolments being received**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: The Art of Coffee Making

Date: Courses are scheduled according to the minimum number of enrolments being received

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 the minimum number of enrolments being received

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 the minimum number of enrolments being received

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 the minimum number of enrolments being received

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 the minimum number of enrolments being received

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 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: Courses are scheduled according to the minimum number of enrolments being received

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: **Kia Orana Service**

Duration: 1-day course

Date: Contact any CITTI campus for actual course dates

Time: Contact any CITTI campus for course times

Location: Rarotonga and Pa Enuā

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



Pa Enea Training Programmes

The Pa Enea is an important part of CITTI'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 programmes 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 schools 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 Niu School. It works closely with the villages and youth groups to provide arts and culture preservation, continuing education and individualised 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.

Aitutaki (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.

CONTINUING EDUCATION – LIFE LONG LEARNING

‘LEARNING THAT WORKS FOR YOU’



CITTI offer a range of learning opportunities for you. These are short courses that are responsive to the unique needs of the community we live in the Cook Islands and based on community interests and people’s desire to learn in a non-formal setting, suitable for adults. All classes are restricted to learners 16 years and over. Any learners under 16 must be accompanied by

adults and will be enrolled at our discretion.

Based on community interests and people’s desire to learn in their community settings, we can help you with your

entrepreneurial aspirations to further your business activities.

We provide safe learning environments that may be located in various parts of the community and therefore conducive to meeting the needs for everyone who would like to learn and be upskilled.

These courses are planned throughout the year so if there is something that you are interested in learning or to enrol, please contact our Continuing Education Coordinator, Violet Tisam on +682 21 471 or email violet.tisam@citti.edu.ck

How to enrol...



**‘WE TEACH THE SKILLS YOU NEED FOR THE LIFE
YOU WANT’**



Academic Calendar 2020

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
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 2021
Public Holiday	2 January 2021

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, CITTI 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.

We are happy to discuss ways of how we can provide students with payment plans to enable you to pursue your studies in any course. Please see our administrator for the options we have with payments.

