

QUANTUM INSTITUTE OF TRAVEL AND TOURISM

THIS IS TO CERTIFY THAT

Norbert Georg Alexander Schoffa

HAS SUCCESSFULLY COMPLETED A COURSE IN TRAVEL AND TOURISM STUDIES AND HAS GAINED THE FOLLOWING QUALIFICATION

**NATIONAL CERTIFICATE IN TRAVEL & TOURISM
LEVEL 3 (CORE SKILLS)**



Qualification issued by Quantum Learning New Zealand Ltd. on this day

26 February 2007

Chief Executive Officer

Director of Academics

Quantum Institute of Travel and Tourism is a division of Quantum Learning New Zealand Ltd.



Norbert Schoffa – Whangaparoa Harbour 2007

Qualification **National Certificate in Travel and Tourism** QITTCS
(Level 3) (Core Skills)

Complete: Yes Comment:

Course

Code	Title	Credit	Complete	Date	Version
CN	Core National	16	☑	23/12/2006	0
CS	Core Skills	17	☑	23/12/2006	0
CS&S	Customer Service and Sales	28	☑	27/02/2007	0
QT108	Produce text processed business documents	5	☑	01/12/2006	4
QT18210	Demonstrate knowledge of communication and customer service skills in tourism and travel workplaces	3	☑	26/02/2007	1
QT18217	Demonstrate knowledge and process of domestic and international accomodation	4	☑	01/03/2007	1
QT18223	Provide customer service in the tourism and travel industry	4	☑	26/02/2007	1
QT18224	Work in a team in a tourism and travel situation	2	☑	24/02/2007	1
QT18226	Demonstrate cross-cultural communication for the tourism and travel industry	3	☑	26/02/2007	1
QT18228	Provide information about specified regions in New Zealand as tourist destinations	6	☑	25/01/2007	1
QT18231	Identify work roles in tourism and their related personal requirements	3	☑	08/11/2006	1
QT18232	Read and write in English for the tourism and travel industry	3	☑	26/02/2007	1
QT18233	Communicate with one person in English for the tourism and travel industry	2	☑	24/02/2007	1
QT18235	Demonstrate knowledge of International Air Transport Association (IATA) World Geography	4	☑	14/12/2006	1
QT18237	Perform calculations for the tourism and travel industry	2	☑	26/02/2007	1
QT18238	Demonstrate knowledge of the tourism industry in New Zealand	6	☑	08/12/2006	1
QT20489	Describe the legal responsibilities of employees in the tourism and travel industry	4	☑	18/12/2006	1
QT21231	Demonstrate knowledge of the sales function and process in tourism and travel workplaces	5	☑	24/02/2007	1
QT5070	Develop personal plans for a work role in a tourism and travel industry environment	3	☑	08/12/2006	4
QT6743	Demonstrate an understanding of ergonomic principles for computer workstations	2	☑	14/11/2006	5
Total Completed Credits		122			

NZQA Credits

Taken: 122 Complete: 122 %Complete 100.00%