

COURSE INFORMATION - 2016

Version 4.1 Printed 11 February 2016

(1) REGISTRATION AND HOMESTAY INFORMATION

For registration and homestay information, please read the “Enrolment Conditions” on the back of the enrolment form and the “Questions and Answers” section of this booklet.

(2) EnglishPLUS (General English) Courses

(a) Standard Course

Course Content:	A communicative course in general English, covering the skills of speaking, listening, reading and writing.
Course Start Dates:	You may begin your course on any Monday (except public holidays). Choose any length of course from 2 – 48 weeks.
Course Times:	9.00 am – 12.15 pm (Monday – Friday) 15 hours per week (3 hours each day)
Number of Levels:	7 Levels (Beginner to Advanced)
Maximum Class Size:	18 students (average 14)
Minimum Age:	You should be 18 years of age or over on the date you start your course.

(b) Intensive Course, mornings plus afternoons

Intensive courses are a morning class PLUS and afternoon class. Morning class is for 3 hours each morning (15 hours per week) and an afternoon option (see below) is for 2 hours each day (Monday – Thursday). On Friday afternoon, you can choose 2 hours of self-access study.

Afternoon Options

If you study an Intensive course, you can choose one of the following afternoon options (i) – (x). You can also change options during your course if you wish. If you do not know which afternoon option you want to study, you can decide when you arrive at Crown. Afternoon options are from 1.15 pm – 3.30 pm (Monday – Thursday). EnglishPLUS afternoon options are subject to demand and may require minimum class numbers to run.

(i) Reading, Writing and Grammar

Course Content	Develops reading, writing and listening skills and grammar knowledge. Uses a variety of interesting and creative learning situations.
Course Start Dates	Courses begin every Monday of the year (except public holidays). You can choose any length of course from 4 – 48 weeks.
English Entry Level	Elementary to Advanced

(ii) Conversation

Course Content	A lively option which develops listening and speaking skill, with an emphasis on fluency, communication and the use of practical everyday English.
Course Start Dates	Courses begin every Monday of the year (except public holidays). You can choose any length of course from 2 – 48 weeks.
English Entry Level	Any Level (Beginner to Advanced)

(iii) Activities Programme

Course Content	A combination of educational and cultural visits, sports activities and a variety of classroom-based and out of school learning situations.
Course Start Dates	Courses begin every Monday of the year (except public holidays). You can choose any length of course from 1 – 48 weeks.
English Entry Level	Any Level (Beginner to Advanced)

NOTE: A small additional charge of around NZD 80 is payable each week for entry to activities in this option. This fee will be collected at the school before each week's programme.

(iv) Individual Study Programme (ISP)

Course Content	A personalised programme for your individual needs. The ISP uses Crown's multi-media centre and library, featuring audio, DVD and computer equipment.
Course Start Dates	Courses begin every Monday of the year (except public holidays). You can choose any length of course from 1 – 48 weeks.
English Entry Level	Any Level (Beginner to Advanced)

(v) Pronunciation

Course Content	Covers all the sounds used in spoken English, with work on intonation, stress and linking. Highly interactive and enjoyable.
Course Start Dates	Courses begin every Monday of the year (except public holidays). Courses are in 3 week modules.
English Entry Level	Any Level (Beginner to Advanced)

(vi) Writing Skills

Course Content:	Includes letter writing and an introduction to essay writing. Recommended for students who wish to go on to exam preparation, Academic English or further studies taught in English.
Course Start Dates:	Courses begin every 6 weeks during the year (except public holidays). 5 Jan, 15 Feb, 29 Mar, 9 May, 20 Jun, 1 Aug, 12 Sep, 25 Oct 2016
Course Length:	6 weeks (minimum study 4 weeks)
English Entry Level:	Lower Intermediate, Intermediate (2 levels)

The following courses are offered subject to demand. Please check with Crown for further details:

- (vii) English for Employment
- (viii) English for Business Purposes
- (ix) New Zealand Studies
- (x) Screentime

(3) EnglishPRO Courses

EnglishPRO courses are premium courses for students who are prepared to study harder to achieve their goals. EnglishPRO courses are different from EnglishPLUS in the following important ways:

- Each EnglishPRO class has a maximum of 12 students (average 10), allowing more individual attention from your teacher.
- EnglishPRO courses have a higher workload. You will be expected to do homework regularly.
- You should join your EnglishPRO on one of dates below (i) – (xi), and you should enrol for the full course. If you wish to join on any other date, or for a shorter time, the school must approve this before you start the course. If you wish to join for a shorter time, you must still pay the full course fee and resource fee.
- You must pass an English level test to enter an EnglishPRO course or provide evidence of your English ability. You can sit the test at Crown, or you may ask to sit the test at your Crown retailer's office.

EnglishPRO courses are flexible. You may take them alone or as part of a longer course. You can:

- Enrol in an EnglishPRO course as a single, stand-alone course.
- Transfer to or from EnglishPRO courses during your general EnglishPLUS course.
- Substitute one or more EnglishPRO for an EnglishPLUS course.

EnglishPRO tuition fees are the same as for the equivalent number of EnglishPLUS Standard or Intensive course weeks*. You can transfer your tuition fees between EnglishPLUS and EnglishPRO with no transfer charge. You pay an additional resource fee for each EnglishPRO course to cover materials and exam fees (for Cambridge and TESOL courses only).

Cambridge, FCE, CAE and CPE classes are guaranteed to run for each start date. Other EnglishPRO are subject to demand, and may require minimum class numbers to run.

* TESOL courses have a higher tuition fee

(i) “X” Class	Intensive Course
Course Content	Focused study in all skill areas. Ideal for students who wish to progress rapidly to a higher level of competence. A high workload course with additional homework.
Course Start Dates	Courses begin every 6 weeks during the year (except public holidays). 5 Jan, 15 Feb, 29 Mar, 9 May, 20 Jun, 1 Aug, 12 Sep, 25 Oct 2016
Course Times	9.00 am – 3.30 pm (Monday to Thursday), 9.00 am – 12.15 pm (Friday)
English Entry Level	Elementary to Upper Intermediate (5 levels). Entrance test required.
(ii) EU Module 1	Academic English Language Preparation for University
Course Content	Focused study for students who plan to go on to IELTS, other examination courses or to further study at certificate, diploma or degree level.
Course Start Dates	5 Jan, 29 Mar, 20 Jun, 12 Sep
Course Length	12 weeks Intensive course
Course Times	9.00 am – 3.30 pm (Monday to Thursday), 9.00 am – 12.15 pm (Friday)
English Entry Level	Lower Intermediate. IELTS 4.0, or equivalent score in Crown test required.
(iii) EU Module 2	Academic English Language Preparation for University
Course Content	Focused study for students who plan to go on to IELTS, other examination courses or to further study at certificate, diploma or degree level.
Course Start Dates	5 Jan, 29 Mar, 20 Jun, 12 Sep
Course Length	12 weeks Intensive course
Course Times	9.00 am – 3.30 pm (Monday to Thursday), 9.00 am – 12.15 pm (Friday)
English Entry Level	Intermediate. IELTS 4.5, or equivalent score in Crown test required.
(iv) EU Module 3	Academic English Language Preparation for University
Course Content	Focused study for students who plan to go on to IELTS, other examination courses or to further study at certificate, diploma or degree level.
Course Start Dates	5 Jan, 29 Mar, 20 Jun, 12 Sep
Course Length	12 weeks Intensive course
Course Times	9.00 am – 3.30 pm (Monday to Thursday), 9.00 am – 12.15 pm (Friday)
English Entry Level:	High Intermediate. IELTS 5.0, or equivalent score in Crown test required.
(v) EU Module 4	Academic English Language Preparation for University
Course Content	Focused study for students who plan to go on to IELTS, other examination courses or to further study at certificate, diploma or degree level.
Course Start Dates	5 Jan, 29 Mar, 20 Jun, 12 Sep
Course Length	12 weeks Intensive course
Course Times	9.00 am – 3.30 pm (Monday to Thursday), 9.00 am – 12.15 pm (Friday)
English Entry Level	Upper Intermediate. IELTS 5.5, or equivalent score in Crown test required.
(vi) Pre-Cambridge Preparation	Preparation for the Cambridge FCE Course
Course Content	Focused study in all skill areas. Ideal for students who wish to go on to study the Cambridge First Certificate (FCE) course. A high workload course with additional homework. Pre-Cambridge course book is used for this course.
Course Start Dates	Part 1: 5 Jan, 29 Mar, 20 Jun, 12 Sep Part 2: 15 Feb, 9 May, 1 Aug, 25 Oct
Course Length	12 weeks Intensive course
Course Length	6 or 12 weeks Intensive course
Course Times	9.00 am – 3.30 pm (Monday to Thursday), 9.00 am – 12.15 pm (Friday)
English Entry Level	Mid Intermediate. Entry test required.

(vii) Cambridge General English	Preparation for the First Certificate in English (FCE), Certificate in Advanced English (CAE), Certificate of Proficiency in English (CPE) Exams.
Course Content	Includes review of exam techniques and study of sample exam papers.
Course Dates	5 Jan – 11 Mar (FCE, CAE), 5 Jan – 4 Mar (CPE), 14 Mar – 3 Jun (FCE, CAE, CPE), 5 Sep – 25 Nov (FCE, CAE, CPE)
Exam dates	The exams are held after the course ends in March (last exam 12 Mar for FCE and CAE, 5 Mar for CPE), June (last exam 9 June for FCE, CAE and CPE), August (last exam 20 Aug CAE only) and November (last exam 1 Dec for FCE, CAE and CPE)
Course Length	12 weeks (Courses starting on 5 Jan 2016 are 10 weeks (FCE, CAE) and 9 weeks (CPE))
Course Times	9.00 am – 3.30 pm (Monday to Thursday), 9.00 am – 12.15 pm (Friday).
English Entry Level	Upper Intermediate (FCE), Advanced (CAE and CPE). Entrance test required. If below these levels, you should follow an Intensive English course until you reach the right level.
(viii) IELTS	Preparation for the IELTS Exam
Course Content	Skills building to test preparation.
Course Start Dates	5 Jan, 15 Feb, 29 Mar, 9 May, 20 Jun, 1 Aug, 12 Sep, 25 Oct 2016
Course Length	Intensive course. Four modules of 6 weeks each.
Course Times	9.00 am – 3.30 pm (Monday to Thursday), 9.00 am – 12.15 pm (Friday).
English Entry Level	Mid Intermediate (classes at four levels). Entrance test required. If you are below this level you should follow an Intensive English course until you reach the right level.
(ix) TOEIC	Two-Part Afternoon Course
Course Content	Includes review of exam techniques and study of sample exam papers.
Course Start Dates	5 Jan, 15 Feb, 29 Mar, 9 May, 20 Jun, 1 Aug, 12 Sep, 25 Oct 2016
Exam Dates	Crown is an official TOEIC test centre. You may take the TOEIC examination at the school. Please ask Crown for details of exam dates in 2016, or visit our website.
Course Length	6 or 12 weeks afternoon course.
Course Times	1.15 pm – 3.30 pm (Monday to Thursday)
English Entry Level	Intermediate. Entrance test required. If you are below this level you should follow an Intensive English course until you reach the right level.
(x) TESOL	Teaching English to Speakers of Other Languages
Course Content	This course introduces trainee teacher to effective English language teaching methods and practice, and prepares them for the Cambridge Teaching Knowledge Test (TKT).
Course Dates	7 Mar – 1 Apr, 13 Jun – 8 Jul, 22 Aug – 16 Sep, 7 Nov – 2 Dec
Exam Dates	11 Apr, 18 Jul, 26 Sep, 12 Dec
Course Length	4 weeks Intensive course
Course Times	9.00 am – 4.30 pm (Monday – Friday)
English Entry Level	Intermediate IELTS 5.0. If you are below this level, you should follow an Intensive English course until you reach the right level. Entrance test and interview required.
Notes	This course contains: 100 hours classroom study, 40 hours supervised independent learning and 40 hours self-directed learning. Trainees complete a portfolio of work. Assessments include practical exercises, tests with oral or written answers, presentations and assignments.
(xi) Private Lesson	One-to-One Tuition
Course Content	Ideal for the serious student. An individual programme to complement your morning class. Focus on the areas of language that you need to work on.
Course Dates	Start any Monday except public holidays.
Course Length	1 – 12 weeks
Course Times	1.15 pm – 3.30 pm (Monday – Thursday)
English Entry Level	Elementary – Advanced
Notes	Students need to be enrolled in an Intensive English course. The additional tuition fee for the Private Lesson programme is NZD 670 (plus your Intensive course fee) per week and there is a resource fee of NZD 20 per week.

(4) WORKING HOLIDAY and VOLUNTEER WORK

WU6, WU8, WU12 WorksUP (6, 8 or 12 weeks full time English + Working Holiday experience)

Course Content	a) 6, 8 or 12 weeks EnglishPLUS Intensive, AND b) An offer of your first paid working holiday job placement
Course Achievement	English Language Level Certificate of Achievement
Course Length	6, 8 or 12 weeks at Crown + Working Holiday Placement
Course Dates	You may start the course on any Monday (except public holidays)
Course Times	9.00 am – 3.30 pm (Monday to Thursday), 9.00 am – 12.15 pm (Friday)
English Entry Level	Intermediate. IELTS 5.0, TOEIC 550 or Crown entry test. If you are below this level you should follow an Intensive English course until you reach the right level.

HU6, HU8, HU12 HandsUP (6, 8 or 12 weeks full time English + Working Holiday experience)

Course Content	a) 6, 8 or 12 weeks EnglishPLUS Intensive, AND b) An offer of one or more volunteer placement AND c) 12 month Volunteer Registration
Course Achievement	English Language Level Certificate of Achievement
Course Length	6, 8 or 12 weeks at Crown + Working Holiday Placement(s)
Course Dates	You may start the course on any Monday (except public holidays)
Course Times	9.00 am – 3.30 pm (Monday to Thursday), 9.00 am – 12.15 pm (Friday)
English Entry Level	Lower Intermediate. IELTS 4.5, TOEIC 450 or Crown entry test. If you are below this level you should follow an Intensive English course until you reach the right level.

Working Holiday and Volunteer Work (WU, HU)

Examples of WorksUP jobs: fruit picking, office and clerical work, dishwashing, barista, nanny/child-care (you must hold registered qualifications for this work), au pair, labouring, house-keeping, waiter, cleaning, call centre, telephone sales, distributing leaflets and many more. Current NZ minimum pay rates are NZD 14.25 per hour. This is taxed at a rate of approximately 18-22% per hour.

Examples of HandsUP volunteer work: wildlife conservation, habitat conservation, endangered species conservation, pest control, tree planting and maintenance, team leadership, ecology education, protection fencing, track conservation. Please note that most HandsUP work is outside.

Notes and Conditions

WorksUP and HandsUP do not guarantee:

- The type of work or volunteer project that you will be offered. You must notify us at the time of your application if you have a disability or health problem that may affect your work.
- The number of hours of work per week. These are determined by your WorksUP or HandsUP employer and will typically be 20 – 40 hours per week.
- The length of employment or project work. Your Working Holiday visa usually limits each job to a maximum of 12 weeks. Your WH employer will usually ask you to work for 12 weeks. Your volunteer work may be from a single day up to several weeks.
- The days or times of work. These will vary according to the type of work.
- That your job or volunteer project will be in a particular location. It may be in a rural area or another city or town.
- That the work you are offered will be to your complete satisfaction.

Crown cannot be held liable if you:

- Are not satisfied with the type of work offered.
- Are unable to fulfil the requirements laid out by your employer.
- Are dismissed ('fired') or made redundant from the working holiday position offered.
- Enter into a dispute with your employer.
- Are not able to extend your visa/remain in New Zealand for the full length of your employment or volunteer work.

By participating in the WorksUP or HandsUP, you agree to indemnify Crown against any claims, liability or costs arising (directly or indirectly) from your participation in these courses. If for any reason we are unable to place you into paid employment (WorksUP) or volunteer project (HandsUP) after you have been accepted and have paid your full fees, you will receive a reimbursement in full and final settlement of NZD 560. Your Crown tuition and other fees will not be refunded.

(5) VOCATIONAL and INTERNSHIP COURSES

VSA

Vocational Semester Abroad (26 weeks full time)

Course Content	a) 12 weeks EnglishPLUS (Intensive), AND b) 14 weeks Intensive course in ONE of the following: Business Studies OR Travel and Tourism OR Hospitality studies
Course Achievement	VSA Certificate of Completion. IELTS, TOEIC or Cambridge certificate (if exams are successfully taken)
Course Length	26 weeks
Course Dates	You may start the course on any Monday (except public holidays)
Course Times	9.00 am – 3.30 pm (Mon - Thu) 9.00 am – 12.15 pm (Fri). Vocational times may vary.
English Entry Level	Intermediate, IELTS 5.0, TOEIC 550 or Crown entry test
Transfer to CIP	If you reach Upper Intermediate level with acceptable attendance during the VSA, you may apply to transfer to the CIP 32 (below). Additional fees and 6 week course extension required.

VYA

Vocational Year Abroad (38 weeks full time)

Course Content	a) 24 weeks EnglishPLUS (Intensive), AND b) 14 weeks Intensive course in ONE of the following: Business Studies OR Travel and Tourism OR Hospitality studies
Course Achievement	VSA Certificate of Completion. IELTS, TOEIC or Cambridge certificate (if exams are successfully taken)
Course Length	38 weeks
Course Dates	You may start the course on any Monday (except public holidays)
Course Times	9.00 am – 3.30 pm (Mon - Thu) 9.00 am – 12.15 pm (Fri). Vocational times may vary.
English Entry Level	Lower Intermediate, IELTS 4.5, TOEIC 450 or Crown entry test. Transfer to CIP: If you reach Upper Intermediate level with acceptable attendance during the VYA, you may apply to transfer to the CIP 32 (below). CIP 32: no extra fees required; CIP 44: additional fees and a six week course extension required.

CIP 32

Crown Internship Programme (32 weeks full time)

Course Content	a) 12 weeks EnglishPLUS (Intensive), AND b) 14 weeks Intensive course in ONE of the following: Business Studies OR Travel and Tourism OR Hospitality studies c) 6 weeks Internship
Course Achievement	CIP Certificate of Completion. IELTS, TOEIC or Cambridge certificate (if exams are successfully taken)
Course Length	32 weeks
Course Dates	You may start the course on any Monday (except public holidays)
Course Times	9.00 am – 3.30 pm (Mon - Thu) 9.00 am – 12.15 pm (Fri). Vocational class times and Internship placement hours may vary.
English Entry Level	Upper Intermediate, IELTS 5.5, TOEIC 650 or Crown entry test.

CIP 44

Crown Internship Programme (44 weeks full time)

Course Content	a) 24 weeks EnglishPLUS (Intensive), AND b) 14 weeks Intensive course in ONE of the following: Business Studies OR Travel and Tourism OR Hospitality studies c) 6 weeks Internship
Course Achievement	CIP Certificate of Completion. IELTS, TOEIC or Cambridge certificate (if exams are successfully taken)
Course Length	44 weeks
Course Dates	You may start the course on any Monday (except public holidays)
Course Times	9.00 am – 3.30 pm (Mon - Thu) 9.00 am – 12.15 pm (Fri). Vocational class times and Internship placement hours may vary.
English Entry Level	Intermediate, IELTS 5.0, TOEIC 550 or Crown entry test.

Vocational and Internship Courses (VSA, VYA, CIP)

These courses offer you the opportunity to add vocational skills for your future career, or gain valuable life and work experience overseas. Benefits include:

- A unique study option: Internship with Crown in beautiful Auckland – a life experience to enjoy and treasure.
- Career benefits: Enhance your CV with certificates, qualifications and a reference from your internship company.
- Cultural insight: Meet and work alongside New Zealanders. Gain knowledge and make new friends.
- Flexibility: If you do not have the required English entry level at the time of enrolment, you may enrol in an EnglishPLUS or EnglishPRO course and apply to transfer onto these programmes when you reach the right level.

Vocational and Internship students can choose one of the following components:

Intensive Business CI 214

This qualification equips students with the desired skills needed to operate a small business enterprise. The modules cover the various facets of business management from human resource management, marketing activities, financial analysis and communication skills.

Intensive Travel & Tourism CI 115

This qualification provides students with customer service skills, communication and selling skills, an understanding of the tourism industry in New Zealand and technical skills related to product knowledge and terminology.

Intensive Hospitality CI 421, CI 422, CI 423 or CI 425

Crown offers a variety of hospitality courses, each focused on a specific aspect of the hospitality industry. Please refer to section 9 of this booklet for individual descriptions of each of the following options: Beverage Service (CI 421), Food Service (CI 422), Industry Operations (CI 423), Hotel Reception Service (CI 425).

Note: CI 214, CI 115, CI 421, CI 422, CI 423 and CI 425 have varying intake dates. Please refer to sections 6, 8 and 9 of this booklet for the list of course start dates.

Internship

Internship is a professional placement in Auckland to practice the skills you have learnt at Crown. Our internship companies are from different sectors of business, travel and tourism and hospitality. Please ask us for a sample list of the internship placements and following your initial interview you will be presented with the best available internship placement. Internship is unpaid and is a minimum of 15 hours and maximum of 30 hours per week. Please note that you may need suitable clothes for your internship. For example, most hospitality internship placements will need you to wear black trousers and a white button-up shirt. Hours may vary and may include nights and weekends. Please contact Crown for more information.

Notes and Conditions

- You may apply to transfer to the internship course while you are studying any other English, vocational or business course. If your application is successful, you must pay any additional fees before starting the course.
- Before entering the internship section (the final 6 weeks), you must have successfully completed the first part of your studies with a minimum 80% attendance. If you do not achieve this requirement, we may withdraw you from the internship part of the course. In this case, your Crown internship, tuition, resource and other fees will not be refunded.
- Upon entering your internship, you agree to abide by any special terms, conditions and rules set by Crown and the internship company. If you breach these terms and conditions, we may withdraw you from the internship part of the course at any time. In this case, your Crown internship, tuition, resource and other fees will not be refunded.
- Crown reserves the right to transfer you to another internship company at any time during your course, if, in our sole opinion, a new placement is likely to be more successful. There is no additional charge for this transfer.
- Crown reserves the right to decline your entry to, or withdraw you from, the internship section of your course (the final 6 weeks) at any time if, in our sole opinion, the placement is unlikely to be successful. In this case you will receive a reimbursement in full and final settlement of NZD 1,090 for the internship placement. Your Crown tuition, resource and other fees will not be refunded.

Examination course students may need to buy a course book, pay outside examination fees and register for the exam. Please ask the school for details.

(6) BUSINESS COURSES

CI 214 Crown Certificate in Business Skills (14 weeks full time)

Course Content	This qualification equips students with the desired skills needed to operate a small business enterprise. Topics include: knowledge of the communication process; teamwork, leadership and objectives; customer service; sales and marketing; data collection; distribution and retail sales; income and taxation for personal financial management; taxation finance and insurance for a small business; financial analysis; staff selection and recruitment; controlling and evaluating small business operations.
Course Achievement	Crown Certificate in Business Skills
Course Length	14 weeks full time (note that you can study just 7 weeks of the programme).
Course Dates	2 Feb – 6 May, 22 Feb – 3 Jun, 21 Mar – 1 Jul, 11 Apr – 22 Jul, 16 May – 19 Aug, 7 Jun – 16 Sep, 4 Jul – 14 Oct, 25 Jul – 4 Nov, 29 Aug – 2 Dec, 19 Sep 2016 – 17 Feb 2017, 17 Oct 2016 – 17 Mar 2017, 7 Nov 2016 – 7 Apr 2017 Please note the following breaks: 9 May – 13 May, 22 Aug – 26 Aug, 5 Dec 2016 – 27 Jan 2017
Course Times	9.00 am – 1.00 pm OR 1.30pm – 5.30 pm (Monday to Friday)
English Entry Level	Intermediate. IELTS 5.0, or TOEIC 550 or Crown entry test.
Further Study	If you pass this course and have the required English level, you may wish to work towards your New Zealand Diploma in Business by enrolling in CI 335~7 (first year papers only).

CI 335 New Zealand Diploma in Business Term 1 (1.1 or 2.1) (12 weeks full time)

Course Content	First Year Papers (Term 1.1) <i>Paper 550: Business Computing:</i> Topics include: Explanation and evaluation of a business information system; discussion and evaluation of communication technologies; issues associated with computer use and recommended actions to minimise their impact; use of software functions to produce information to meet business requirements. <i>Paper 520: The Economic Environment:</i> Topics include: The nature of economics and analysis of economic problems; the supply and demand model; profit-maximising behaviour; assumptions and failures of the free market model; the macro-economic environment; potential effects of free trade and analysis of the impact of the global economy Second Year Papers (Term 2.1) <i>Paper 500: Accounting Principles:</i> Topics include: The purpose of accounting and its relationship to the business environment; accounting policies, preparation of financial statements using accrual-based accounting for a sole trader / company; analysis and reporting on business performance for a sole trader / company; management accounting tools. <i>Paper 501: Accounting Practices:</i> Topics include: Processing transactions manually and using commercial accounting software from source documents through to financial statements for a sole trader / small GST-registered company on an invoice basis; processing transactions through subsystems; internal controls; accounting entities; preparation of a cash budget using spreadsheets
Course Achievement	New Zealand Diploma in Business 1.1 (first year papers) OR; New Zealand Diploma in Business 2.1 (second year papers)
Course Length	12 weeks full time
Course Dates	15 Feb – 6 May (A), 21 Mar – 24 Jun (B)
Course Times	9.00 am – 1.00 pm OR 1.30pm – 5.30 pm (Monday to Friday)
English Entry Level	Advanced. IELTS 6.0 with no band lower than 5.5, TOEFL pBT 550 with an essay score of 5 TWE, or TOEFL iBT 79 with a writing score of 20, or Crown entry test.
Further Study	If you pass this course (Term 1.1 or 2.1) with the required grades, you may wish to work towards your New Zealand Diploma in Business by enrolling in CI 336 (Term 1.2 or 2.2).

CI 336 New Zealand Diploma in Business Term 2 (1.2 or 2.2) (12 weeks full time)

Course Content	<p>First Year Papers (Term 1.2)</p> <p><i>Paper 560: Business Communication:</i> Topics include: Theories and process of business communication; the influence of self-concept, perception and culture on the communication process; interpersonal communication skills; oral and written presentation skills; the influence of effective communication management on organisational performance.</p> <p><i>Paper 530: Organisation and Management:</i> Topics include: The purpose of organisations and management; the development of management philosophies and their influence on business practices; the influence of environments on organisational behaviour; ethics and social responsibility; problem-solving and techniques to aid decision-making; planning and control; organisational structures; leadership, motivation and delegation; team dynamics.</p> <p>Second Year Papers (Term 2.2)</p> <p><i>Paper 602: Management Accounting:</i> Topics include: types of costing systems; overheads; job orders; process costing; activity-based costing; budgets; sensitivity analysis; price and quantity variances; performance measurement; inventory management and planning; relevant costs; cost-volume-profit; pricing decisions; management accounting information for decision-making.</p> <p><i>Paper 633: Human Resource Management:</i> Topics include: Understanding the roles, functions and application of Human Resource Management processes within contemporary New Zealand organisations.</p>
Course Achievement	New Zealand Diploma in Business 1.2 (for first year papers) OR; New Zealand Diploma in Business 2.2 (for second year papers)
Course Length	12 weeks full time
Course Dates	16 May – 5 Aug (A), 27 Jun – 23 Sep (B)
Course Times	9.00 am – 1.00 pm OR 1.30pm – 5.30 pm (Monday to Friday)
English Entry Level	Advanced. IELTS 6.0 with no band lower than 5.5, TOEFL pBT 550 with an essay score of TWE, or TOEFL iBT 79 with a writing score of 20, or Crown entry test.
Further Study	If you pass this course (Term 1.2 or 2.2) with the required grades, you may wish to work towards your New Zealand Diploma in Business by enrolling in CI 336 (Term 1.3 or 2.3).

CI 337 New Zealand Diploma in Business Term 3 (1.3 or 2.3) (12 weeks full time)

Course Content	<p>First Year Papers (Term 1.3)</p> <p><i>Paper 541: Fundamentals of Marketing:</i> Topics include: Concepts of marketing within an organisation; environmental factors for marketing decisions; segmentation, targeting and positioning; marketing mix variables for marketing strategy development; the marketing planning process; factors affecting buyer behaviour.</p> <p><i>Paper 510: Introduction to Commercial Law:</i> Topics include: Understanding the legal system; basic principles of the Tort of Negligence; basic principles of the law of contract; basic principles and application of consumer law; aspect of a legal topic affecting business.</p> <p>Second Year Papers (Term 2.3)</p> <p><i>Paper 630: Leadership:</i> Topics include: Concepts of leadership and their relation to business; the influence of culture on leadership; self-evaluation of abilities and leadership potential; application of leadership concepts; leadership and social responsibility.</p> <p><i>Paper 636: Applied Management:</i> Topics include: Identification of a business problem and project proposal for the research of possible solutions (individual or team-work); preparation of a report on the application of management concepts to finding a solution to the problem (individual or team-work); a critical review of the project process and research outcomes.</p>
Course Achievement	New Zealand Diploma in Business 1.3 (for first year papers) OR; New Zealand Diploma in Business 2.3 (for second year papers)
Course Length	12 weeks full time
Course Dates	15 Aug – 4 Nov (A), 26 Sep – 24 Mar 2017 (B)
Course Times	9.00 am – 1.00 pm OR 1.30pm – 5.30 pm (Monday to Friday)
English Entry Level	Advanced. IELTS 6.0 with no band lower than 5.5, TOEFL pBT 550 with an essay score of 5 TWE, or TOEFL iBT 79 with a writing score of 20, or Crown entry test.
Further Study	If you pass this course (Term 1.3 or 2.3) with the required grades, you may wish to work towards your New Zealand Diploma in Business by enrolling in CI 336 (Term 1.1 or 2.1)

CI 340 New Zealand Diploma in Business (72 Weeks full time)

Course Content	Crown offers the following papers: Paper 550: Business Computing, Paper 520: The Economic Environment, Paper 560: Business Communication, Paper 530: Organisation and Management, Paper 541: Fundamentals of Marketing, Paper 510: Introduction to Commercial Law, Paper 500: Accounting Principles, Paper 501: Accounting Practices, Paper 602: Management Accounting, Paper 633: Human Resource Management, Paper 630: Leadership, Paper 636: Applied Management.
Course Achievement	New Zealand Diploma in Business Level 6 (NZDip.Bus). The diploma is awarded when 12 papers have been passed. These must include 6 compulsory core papers at the 500 level, and at least 4 from the 600 level.
Course Length	2 years (72 weeks) full time – 6 terms of 12 weeks, plus holiday breaks. You may be able to complete your diploma in less than 72 weeks. Please ask for details.
Course Dates	15 Feb 2016 – 3 Nov 2017, 29 Mar 2016 – 23 Mar 2018, 16 May 2016 – 4 May 2018, 27 Jun 2016 – 22 Jun 2018, 15 Aug 2016 – 3 Aug 2018, 26 Sep 2016 – 21 Sep 2018 Please note the following breaks: 9 May 2016 – 13 May 2016, 8 Aug 2016 – 12 Aug 2016, 7 Nov 2016 – 10 Feb 2017, 8 May 2017 – 12 May 2017, 7 Aug 2017 – 11 Aug 2017, 6 Nov 2017 – 9 Feb 2018
Course Times	9.00 am – 1.00 pm OR 1.30pm – 5.30 pm (Monday to Friday)
English Entry Level	Advanced. IELTS 6.0 with no band lower than 5.5, TOEFL pBT 550 with an essay score of 5 TWE, or TOEFL iBT 79 with a writing score of 20, or Crown entry test.
Please Note	Students must complete all First Year papers before taking Second Year Papers.

Special Note: All students are required to wear the Crown Uniform for all Business courses. Please see page 20 Enquiries and Enrolment section for further details.

Cross-Credits from your Crown NZ Diploma in Business to NZIM

If you complete the required 6 papers of Crown's NZDip.Bus, you can apply to be granted a NZ Institute of Management (NZIM) Diploma in Management (Level 5). There is a fee of approximately NZD 210 for this cross-credit. Please ask Crown for details.

Cross-Credits from your Crown NZ Diploma in Business to other University Degrees

You may cross-credit your New Zealand Diploma in Business towards a business degree at a New Zealand university. You may be able to complete your degree in only two more years of study. The following Auckland universities recognise the NZ Diploma in Business; please check their websites for cross-credit details:

Massey University*
The University of Auckland**
Auckland University of Technology (AUT) ***

* Massey University is our preferred pathway partner. See below for further details.

** If you have completed the NZDip.Bus with a B grade average, you will gain entry with up to 45 points of credit towards the University of Auckland's BBIM, BCom or BProp degree, based on a B grade in approved courses. With less than a B grade average, you will be considered for entry but will not be eligible for credit. If you have an incomplete NZDip.Bus with a minimum of six papers (minimum B grades preferred), you will be eligible for entry but not cross credit.

*** If you have completed the NZDip.Bus, or have an incomplete NZDip.Bus with a pass in a minimum of six papers, you may be eligible for entry to AUT. Eligibility is assessed on a case-by-case basis.

(7) CROWN INSTITUTE – MASSEY UNIVERSITY UNILINK PATHWAY

Introduction

Since 1996, Crown and Massey University have offered a fast track to degree success. Students completing Crown's New Zealand Diploma in Business with the required grades can enter either First or Second year of the Massey Bachelor of Business Studies (BBS) with credits for their Crown papers. The pathway is overseen by Massey, your guarantee of quality.

The College of Business at Massey attracts students from New Zealand and from 100 countries around the world. Massey's College of Business holds accreditation from AACSB International. Programmes hold endorsements from national and international bodies and professional organisations such as CIMA, ACCA and CFA.

Pathways

Unilink Gateway: This pathway allows you to enter Year 1 of the Massey University BBS degree. You must complete at least 4 Crown NZDip.Bus papers, with a minimum B grade pass mark in each paper.

English Language Entry Level	Crown Course (Business course section)	Minimum Enrolment	Entrance to Massey University BBS
IELTS 6.0	CI 340 NZ Dip.Bus	Four papers	Year 1

Unilink Fast Track: This pathway allows you to enter Year 2 of the Massey University BBS degree. You must complete the full Crown NZDip.Bus, with an average B grade pass mark across all papers.

English Language Entry Level	Crown Course (Business course section)	Minimum Enrolment	Entrance to Massey University BBS
IELTS 6.0	CI 340 NZ Dip.Bus	Six terms (72 weeks)	Year 2

Notes

Entry to Massey University: You receive a conditional Offer of Place from Massey University when you enrol on Unilink. Your entry to the Massey University Bachelor of Business Degree (BBS) is guaranteed when you pass your Crown course. There are no further tests.

Changing track during your Unilink pathway: The Unilink pathway is flexible. You can apply to change track during your course if you are finding your current track too easy or too difficult. You can also apply to take additional papers to gain faster access to university.

Other Massey University degrees for which you may obtain credits(s) with your Crown NZDip.Bus: Bachelor of Aviation Management, Bachelor of Accountancy, Bachelor of Applied Economics, Bachelor of Communication. Please check with Massey University for details of the credits to which you may be entitled.

Unused Crown fees: If you enter Massey University before completing your Crown course, a portion of your unused fees may be transferrable to your degree programme at Massey. Conditions apply, please ask Crown for details.

Further information about Massey University: Please refer to the Massey University website.

(8) TRAVEL AND TOURISM COURSES

CI 115 Crown Certificate in Travel and Tourism (14 weeks full time)

Course Content	Topics include: NZ as a tourist destination; numeric calculations; the tourism workplace and industry; rights and responsibilities of employees and employers; using a computer to produce workplace documents; ground terminology and products; travel brochures and documents; retail travel operations.
Course Achievement	Crown Certificate in Travel and Tourism
Optional Certificates:	Blue Lagoon Cruises Programme, Pure New Zealand Specialist Programme Hong Kong Specialist Programme, Marriot Hotel Excellence Programme, Hawaii Tourism Kuhina Progra
Course Length	14 weeks full time
Course Dates	2 Feb – 6 May, 16 May – 19 Aug, 29 Aug – 2 Dec
Course Times	9.00 am – 1.00 pm OR 1.30pm – 5.30 pm (Monday to Friday)
English Entry Level	Intermediate. IELTS 5.0 with no band lower than 5.0, or TOEFL PBT 500 with an essay score of 4 TWE, or TOEFL iBT 61 with a writing score of 20 or Crown entry test.
Further Study	If you pass this course, you may wish to continue your studies and enrol in the Crown Certificate in International Travel, Tourism and Airline Studies (CI 135)
Please Note	This course is only available as part of the Crown CIP32, CIP44, VSA or VYA programmes.

CI 122 Crown Certificate in International Travel and Tourism (12, 15 or 18 weeks full time)

Course Content	This course includes the internationally recognized IATA/UFTAA Foundation Diploma. Topics include: IATA/UFTAA Diploma papers; IATA world geography; air transport; travel formalities and selling skills; land and water transport; tour packages; hotel accommodation; Amadeus; technology; airfares and ticketing.
Course Achievement	Crown Certificate in International Travel and Tourism, IATA/UFTAA Level One Foundation Diploma (International qualification), Cabin Crew Ticket Online Diploma (15 and 18 week length courses only). Optional Certificates: Blue Lagoon Cruises Programme, Pure New Zealand Specialist Programme, Hong Kong Specialist Programme, Marriot Hotel Excellence Programme, Hawaii Tourism Kuhina Programme
Course Length	12 weeks, 15 weeks or 18 weeks full time (Please note the break 12 Dec 2016 – 6 Jan 2017)
Course Dates	12 weeks: 14 Mar – 3 Jun, 13 Jun – 23 Sep, 12 Sep – 2 Dec 2016, 14 Nov 2016 – 3 Mar 2017 15 weeks: 22 Feb – 3 Jun 2016, 14 Mar – 24 Jun 2016, 23 May – 2 Sep 2016, 13 Jun – 23 Sep 2016, 22 Aug – 2 Dec 2016, 25 Oct 2016 – 3 Mar 2017, 14 Nov 2016 – 23 Mar 2017 18 weeks: 2 Feb – 3 Jun 2016, 22 Feb – 24 Jun 2016, 14 Mar – 15 Jul 2016, 2 May – 2 Sep, 23 May 2016 – 23 Sep 2016, 13 Jun – 14 Oct 2016, 1 Aug – 2 Dec 2016, 3 Oct 2016 – 3 Mar 2017, 25 Oct 2016 – 24 Mar 2017, 14 Nov 2016 – 14 Apr 2017
Exam Dates	4 Mar, 3 Jun, 2 Sep, 2 Dec 2016, 3 Mar 2017
Course Times	9.00 am – 3.00 pm (Monday to Friday) 25 hours per week
English Entry Level	Intermediate. IELTS 5.0 or TOEIC 550 or Crown entry test.
Further Study	If you pass this course you may wish to continue your studies and enrol in the Crown Diploma in Tourism Management (CI 141)

CI 135 Crown Certificate in International Travel, Tourism and Airline Studies (42 weeks full time)

Course Summary	This course recognises the importance of customer service and communication within the travel and tourism industry. Students will gain experience in communication, sales techniques, destination knowledge and in marketing tourism and travel products. The programme enables students to develop the skills for a variety of positions such as check-in agent; cabin crew; travel wholesalers; regional tourist boards; visitor information centres, or to work for tour companies of travel agencies. Successful completion of the certificate provides students with the skills to process international land, air and water travel products in a realistic working environment using our reservation and office management systems.
Course Content	Topics include: NZ as a tourist destination; numeric calculations and documents; the tourism workplace and industry; rights and responsibilities of employees and employers; using a computer to produce workplace documents; ground terminology and products; travel brochures and documents; accessing travel product info; retail travel operations; careers and CV preparation; processing reservations for coach and overland tours outside NZ; selling travel insurance; regulatory requirements for international air travel; contract legislation and common law principles in tourism; airline terminology and products; travel quotations and reservations; computer reservations (Amadeus); travel management systems; world geography; Asia as a tourist destination; Contiki programme; sales and client relationships; complex sales transactions; international cruise reservations; USA and Canada as tourist destinations; NZ tourism now and in the future; marketing and presenting a group tour.

Course Achievement	Crown Certificate in International Travel, Tourism and Airline Studies, National Certificate in Travel – Retail Travel Level Three, National Certificate in Travel Level Four, STA Marketing Certificate, STA Travel Sales Certificate, Cabin Crew Ticket Online Certificate, Contiki Programme Certificate Optional Certificates: Blue Lagoon Cruises Programme, Pure New Zealand Specialist Programme, Hong Kong Specialist Programme, Marriot Hotel Excellence Programme, Hawaii Tourism Kuhina Programme
Course Length	42 weeks (3 terms of 14 weeks, plus holiday breaks)
Course Dates	2 Feb – 2 Dec 2016, 21 Mar 2016 – 17 Mar 2017, 16 May 2016 – 5 May 2017, 4 Jul 2016 – 30 Jun 2017, 29 Aug 2016 – 18 Aug 2017, 17 Oct 2016 – 13 Oct 2017
Course Times	9.00 am – 1.00 pm OR 1.30pm – 5.30 pm (Monday to Friday)
English Entry Level	Intermediate. IELTS 5.0 with no band lower than 5.0, or TOEFL PBT 500 with an essay score of 4 TWE, or TOEFL iBT 61 with a writing score of 20 or Crown entry test.
Further Study	If you pass this course, you may wish to continue your studies and enrol in the Crown Diploma in Tourism (Management) (CI 141)

CI 141 Crown Diploma in Tourism (Management) (42 weeks full time)

Course Summary	Gain a diploma in just one year! This course teaches students the concepts of how to operate and analyse a tourism enterprise, gain knowledge of how to recruit the best team and analyse tourists. This qualification is for people working in, or aspiring to, roles involving supervisory and /or business management responsibilities in the tourism industry. The qualification comprises compulsory tourism-specific unit standards that recognise the specialised knowledge and skills required at management level in the tourism industry.
Course Content	Topics include: supply and demand in tourism; requirements for establishing and operation a tourism enterprise; analyse tourism systems and structures; analyse the social, cultural, environmental and community contexts of tourism enterprises; customer service strategies; factors impacting on NZ tourism now and in the future; tourism destination marketing; marketing a visitor facility; supervising staff; recreation, leisure and tourism; human resource management in NZ; managing conflict in the workplace; brand positioning strategies; strategic management concepts for organisational planning; marketing mix; produce and present sale proposals; establishment plans for small business ventures; plan and organise business meetings.
Course Achievement	Crown Diploma in Tourism (Management), National Diploma in Tourism (Management) Level Five. Please ask for details of unit standards achieved.
Course Length	42 weeks (3 terms of 14 weeks, plus holiday breaks)
Course Dates	2 Feb – 2 Dec 2016, 21 Mar 2016 – 17 Mar 2017, 16 May 2016 – 5 May 2017, 4 Jul 2016 – 30 Jun 2017, 29 Aug 2016 – 18 Aug 2017, 17 Oct 2016 – 13 Oct 2017
Course Times	9.00 am – 1.00 pm OR 1.30pm – 5.30 pm (Monday to Friday)
Course Prerequisite	Previous travel or tourism work is preferred but no essential
English Entry Level	Upper Intermediate. IELTS 5.5 with no band lower than 5.0, or TOEFL PBT 530 with an essay score of 4.5 TWE, or TOEFL iBT 71 with a writing score of 20, or Crown entry test.
Further Study	If you pass this course with the required grades you may be eligible to cross-credit some units to a course of degree study at university or polytechnic in Auckland. Please ask for details.

Special Note: All students are required to wear the Crown Uniform for all Travel courses. Please see page 20 Enquiries and Enrolment section for further details.

(9) HOSPITALITY COURSES

CI 421 Crown Certificate in Hospitality – Beverage Service (14 weeks full time)

Course Content	Topics include: Creating a responsible drinking environment; alcoholic and non-alcoholic beverages and beverage service equipment; cocktail making; beer service and knowledge; viticulture; wine evaluation and service; career preparation.
Course Achievement	Crown Certificate in Hospitality (Beverage Service).
Course Length	14 weeks
Course Dates	16 May – 19 Aug
Course Times	9.00 am – 1.00 pm OR 1.30pm – 5.30 pm (Monday to Friday)
English Entry Level	Intermediate. IELTS 5.0 with no band lower than 5.0, or TOEFL PBT 500 with an essay score of 4 TWE, or TOEFL iBT 61 with a writing score of 20 or Crown entry test.
Further Study	If you pass this course, you may continue your studies and complete the Crown Cert. in Int'l Hospitality (CI 435) and gain your London City & Guilds Diploma in Food & Beverage Service.
Please Note	This course is only available as part of the Crown CIP32, CIP44, VSA or VYA programmes.

CI 422 Crown Certificate in Hospitality – Food Service (14 weeks full time)

Course Content	Topics include: Maintaining and providing service for functions; menu types and styles; food and beverage reservations; knowledge of food contamination hazards; restaurant food and beverage service; buffet service; career preparation.
Course Achievement	Crown Certificate in Hospitality (Food Service).
Course Length	14 weeks
Course Dates	29 Aug – 2 Dec
Course Times	9.00 am – 1.00 pm OR 1.30pm – 5.30 pm (Monday to Friday)
English Entry Level	Intermediate. IELTS 5.0 with no band lower than 5.0, or TOEFL PBT 500 with an essay score of 4 TWE, or TOEFL iBT 61 with a writing score of 20 or Crown entry test.
Further Study	If you pass this course, you may continue your studies and complete the Crown Cert. in Int'l Hospitality (CI 435) and gain your London City & Guilds Diploma in Food & Beverage Service.
Please Note	This course is only available as part of the Crown CIP32, CIP44, VSA or VYA programmes.

CI 423 Crown Certificate in Hospitality – Operations (14 weeks full time)

Course Content	Topics include: Coffee knowledge; espresso coffee preparation and presentation; barista training; food safety; personal presentations; handling complaints; contribute within a team; Sale of Liquor and Host responsibility; preparing and handling payments; providing counter service and takeaway service; maintaining safe and secure environments; sales and service; career preparation.
Course Achievement	Crown Certificate in Hospitality (Operations).
Course Length	14 weeks
Course Dates	2 Feb – 6 May
Course Times	9.00 am – 1.00 pm OR 1.30pm – 5.30 pm (Monday to Friday)
English Entry Level	Intermediate. IELTS 5.0 with no band lower than 5.0, or TOEFL PBT 500 with an essay score of 4 TWE, or TOEFL iBT 61 with a writing score of 20 or Crown entry test.
Further Study	If you pass this course, you may continue your studies and complete the Crown Cert. in Int'l Hospitality (CI 435) and gain your London City & Guilds Diploma in Food & Beverage Service.
Please Note	This course is only available as part of the Crown CIP32, CIP44, VSA or VYA programmes.

CI 435 Crown Certificate in International Hospitality (Food and Beverage Service) (42 weeks full time)

This course includes the London City and Guilds Diploma in Food and Beverage Service.

Course Content	Topics include: Coffee knowledge; espresso coffee preparation and presentation; barista training; food safety; personal presentation; handling complaints; contribute within a team; Sale of Liquor and Host responsibility; preparing and handling payments; providing counter and takeaway service; maintaining safe and secure environments; sales and service; responsible drinking environments; alcoholic and non-alcoholic beverages; beverage service equipment; cocktail making; beer service and knowledge; viticulture; wine evaluation and service; providing service for functions; menu types and styles; food and beverage reservations; knowledge of food contamination hazards; restaurant food and beverage service; buffet service; career preparation.
Course Achievement	Crown Certificate in International Hospitality (Food and Beverage Service), London City and Guilds International Diploma of Food and Beverage, National Certificate in Hospitality Food and Beverage Service Level Three (Café Service, Bars and Clubs, Restaurant Service and Functions strands), Licence Controller Qualification
Course Length	42 weeks full time plus two holiday breaks
Course Dates	2 Feb – 2 Dec 2016, 21 Mar 2016 – 17 Mar 2017, 16 May 2016 – 5 May 2017, 4 Jul 2016 – 30 Jun 2017, 29 Aug 2016 – 18 Aug 2017, 17 Oct 2016 – 13 Oct 2017
Course Times	9.00 am – 1.00 pm OR 1.30pm – 5.30 pm (Monday to Friday)
English Entry Level	Intermediate. IELTS 5.0 with no band lower than 5.0, or TOEFL PBT 500 with an essay score of 4 TWE, or TOEFL iBT 61 with a writing score of 20 or Crown entry test.
Further Study	If you pass this course, you may continue your studies and enrol in the National Diploma in Hospitality Management (CI 440)

CI 425 Crown Certificate in Hospitality – Hotel Reception Service (14 weeks full time)

Course Content	Topics include: Providing information about a hospitality establishment; Fidelio reservation systems; booking accommodation; preparing and handling transactions; debtor control functions; telephone systems; concierge services; arrival and departure services at reception; career preparation.
Course Achievement	Crown Certificate in Hospitality (Hotel Reception Service).
Course Length	14 weeks
Course Dates	2 Feb – 6 May
Course Times	9.00 am – 1.00 pm OR 1.30pm – 5.30 pm (Monday to Friday)
English Entry Level	Intermediate. IELTS 5.0 with no band lower than 5.0, or TOEFL PBT 500 with an essay score of 4 TWE, or TOEFL iBT 61 with a writing score of 20 or Crown entry test.
Further Study	If you pass this course, you may continue your studies in the Crown Cert. in Int'l Hospitality (CI 436) and gain your London City & Guilds Diploma in Hotel & Operations Service.
Please Note	This course is only available as part of the Crown CIP32, CIP44, VSA or VYA programmes.

CI 436 Crown Certificate in International Hospitality (Hotel and Reception Operations) (42 weeks full time)

This course includes the London City and Guilds Diploma in Reception and Operations Service.

Course Content	Topics include Providing information about a hospitality establishment; Fidelio reservation systems; booking accommodation; preparing and handling transactions; debtor control functions; telephone systems; concierge services; arrival and departure services at reception; responsible drinking environments; alcoholic and non-alcoholic beverages; beverage service equipment; cocktail making; beer service and knowledge; viticulture; wine evaluation and service; destination New Zealand; work roles; workplace documents; employee legislation; ground terminology; knowledge of the tourism industry; retail payments; customer service in the travel and tourism industry; sales functions; career preparation.
Course Achievement	Crown Certificate in International Hospitality (Reception and Operations Service), London City and Guilds International Diploma in Reception and Operations Service, National Certificate in Hospitality Front Office Level Three, National Certificate in Tourism Core Skills Level Three, National Certificate in Hospitality Level Three (Restaurant and Function Service strands), Licence Controller Qualification, Marriott Hotel Excellence Certificate.

Course Length	42 weeks full time plus two holiday breaks
Course Dates	2 Feb – 2 Dec 2016, 21 Mar 2016 – 17 Mar 2017, 16 May 2016 – 5 May 2017, 4 Jul 2016 – 30 Jun 2017, 29 Aug 2016 – 18 Aug 2017, 17 Oct 2016 – 13 Oct 2017
Course Times	9.00 am – 1.00 pm OR 1.30pm – 5.30 pm (Monday to Friday)
English Entry Level	Intermediate. IELTS 5.0 with no band lower than 5.0, or TOEFL PBT 500 with an essay score of 4 TWE, or TOEFL iBT 61 with a writing score of 20 or Crown entry test.
Further Study	If you pass this course, you may wish to continue your studies and enrol in the National Diploma in Hospitality Management (CI 440)

CI 440 National Diploma in Hospitality Management (NDHM) (72 weeks full time)

This course includes the London City and Guilds Diploma in Reception Operations and Services.

Course Content	First year topics include: Knowledge of the hospitality industry; staff selection; customer complaints; regional cuisine; food safety in a business; concepts of supply and demand in tourism; host responsibility requirements as a duty manager of licensed premises; The Sale of Liquor Act 1989 and its implications for licensed premises; food and beverage management; interview in a formal situation; participate in a formal meeting; commercial accommodation management; supervise staff under a food safety programme; purchasing and stores management in a hospitality environment; manage interpersonal conflict; quality customer relations in a small business enterprise; maintain a responsible drinking environment; serve bottled wine; maintain food and beverage service operations; deliver an oral presentation; develop strategies for communicating in a culturally diverse environment; analyse customer service and develop a strategy; provide arrival and departure services at reception; perform debtor control functions; personal presentation; maintain a safe and secure environment; use telephone systems to provide guest services; commercial accommodation management; hospitality facility utilisation; sales and service; Fidelio computer reservation system; Licence Controller Qualification; industry visits; industry guest speakers. Second year topics are Six New Zealand Diploma in Business Papers: Paper 550 – Business Computing, Paper 520 – The Economic Environment, Paper 560 – Business Communication, Paper 530 – Organisation and Management, Paper 541 – Fundamentals of Marketing, Paper 510 – Introduction to Commercial Law
Course Achievement	National Diploma in Hospitality Management Level Five, National Certificate in Hospitality Front Office Level Three, London City and Guilds Diploma in Reception Operations and Services, Licence Controller Qualification
Course Length	2 years (72 weeks) full time – 6 terms of 12 weeks, plus holiday breaks. You may be able to complete your diploma in less than 72 weeks. Please ask for details.
Course Start Dates	15 Feb 2016 – 3 Nov 2017, 29 Mar 2016 – 23 Mar 2018, 16 May 2016 – 4 May 2018, 27 Jun 2016 – 22 Jun 2018, 15 Aug 2016 – 3 Aug 2018, 26 Sep 2016 – 21 Sep 2018 Please note the following breaks: 9 May 2016 – 13 May 2016, 8 Aug 2016 – 12 Aug 2016, 7 Nov 2016 – 10 Feb 2017, 8 May 2017 – 12 May 2017, 7 Aug 2017 – 11 Aug 2017, 6 Nov 2017 – 9 Feb 2018
Course Times	9.00 am – 2.00 pm (Monday to Friday)
English Entry Level	Upper Intermediate. IELTS 5.5 with no band lower than 5.0, or TOEFL PBT 530 with an essay score of 4.5 TWE, or TOEFL iBT 71 with a writing score of 20, or Crown entry test.
Further Study	If you pass this course with the required grades you may be eligible to cross-credit some papers to a course of degree study at university or polytechnic in Auckland. Please ask for details.

Other National Diploma in Hospitality Management Courses

If your English level is a minimum of IELTS 5.5 with no band lower than 5.0, or TOEFL PBT 550 with an essay score of 5 TWE, of TOEFL iBT 79 with a writing score of 20, you can study a number of other hospitality courses at Crown. Please ask the college or see our website for course content, start dates and fees for the following courses:

- CI 440 National Diploma in Hospitality Management Term 1.1 or 2.1 (12 weeks full time)
- CI 442 National Diploma in Hospitality Management Term 1.2 or 2.2 (12 weeks full time)
- CI 443 National Diploma in Hospitality Management Term 1.3 or 2.3 (12 weeks full time)

Special Note: All students are required to wear the Crown Uniform for all Hospitality courses. Please see page 20 Enquiries and Enrolment section for further details.

QUESTIONS AND ANSWERS

(1) Auckland

What is Auckland like?

Auckland is a clean, spacious city of around one million people, located between two natural harbours. There are beautiful parks, beaches, bush walks and islands. There is also an exciting city life, with restaurants, shops and entertainment. Auckland is considered to be one of the world's nicest places to live. Auckland has a mild climate, with four seasons and no snow. Spring (Sep to Nov) is 10-22° C; Summer (Dec to Feb) is 14-26° C; Autumn (Mar to May) is 12-24° C; and Winter (Jun to Aug) is 7-16° C. Rain can fall at any time of year.

(2) Our School

What is Crown like?

Crown is a friendly school and our staff are very kind and caring. We take a personal interest in you - we want you to be happy and we want you to enjoy your stay in New Zealand. Crown is one of the largest and most reputable schools in New Zealand. Crown English has about 100-150 students and Crown Institute has about 200-300 students. For over forty years we have trained thousands of students from many countries.

Is Crown a quality school?

Yes. Established in 1972, Crown is considered to be one of the best schools in New Zealand. Some courses are funded by the NZ Government Ministry of Education and Crown is approved to teach courses from IATA/UFTAA, ATTTO and City and Guilds International. Crown is a foundation member of English New Zealand. Crown is also an official open test centre for TOEIC and IATA/UFTAA. Crown is an official IELTS™ test venue, in cooperation with Massey University.

Is Crown different from other schools?

Yes, we have two streams of English language – general and premium (EnglishPLUS and EnglishPRO). Each stream has many course options. We also offer working holiday, volunteer, vocational, internship, business, travel and tourism and hospitality studies. If you have Intermediate level English, it is easy to extend or transfer from your English studies to take these courses. You can meet New Zealand students at Crown as most of our vocational students are New Zealanders.

Where is Crown located?

Crown is located at 80 Anzac Avenue, in five floors of a recently renovated building in Auckland City. It is just a few minutes' walk from the city centre, with transportation, exciting cafes, shops, movie theatres and entertainment.

Where do Crown's students and teachers come from?

At any time, students from 20-30 countries are studying with us. Crown Institute also has many New Zealand students, so you have the chance to meet real "kiwis". Crown's teachers are all qualified professionals and they are also kind and friendly. They come from New Zealand, as well as from other English-speaking countries.

What are Crown's facilities like?

As well as many spacious classrooms, Crown has a computer room, free internet and email, free wireless access, a mini-cinema, a multi-media self-study room with DVDs, computers, CD-ROMs and audio. There are also movies, newspapers, books, magazines and self-study packs for all levels and skill areas. The study lounge has an extensive library and ample computers (all with free internet and email access). There is a student lounge and café, too. The Crown career centre, aircraft training facility, hotel check-in and Travel Agency training areas are all located in the building.

What will happen on my first morning at Crown English?

Your homestay family will help you come to school on your first day. You should arrive at Crown around 8.45 am. You will need to bring paper and pens, your passport (we will copy some pages and return it to you) and also NZD 50 for your text book deposit. Please pay this at Student Services (Level 3, 80 Anzac Avenue) after your placement test. This is refunded when you return your text book in good condition at the end of your course. At 9.00 am you should be in the Self Access Centre (Level 2, 80 Anzac Avenue) where you will sit a simple test so that we can place you in the right class. After a break, you will take a tour around the school to meet our staff and see the facilities. Your counsellor will explain important points to you in your own language and you will sign documents indicating that you understand our policies.

What if the other students are better than me?

After you sit your placement test on your first morning at Crown, we will put you in a class that is just right for you. The other students in your class will all be at your level. We have many different classes, from Beginner to Advanced. We also have regular tests to make sure that you always continue at the correct level, even as your English improves.

How many students will there be in my class?

Crown's General English (EnglishPLUS) classes have an average of 12 students in a class, with a maximum of 18. Crown's EnglishPRO classes have an average of 8 students in a class, with a maximum of 12. Crown's business, travel and hospitality classes have an average of 18-20 students in a class.

Is Crown closed for public holidays and for Christmas holidays?

Yes. Crown is closed on the following dates in 2016: Public holidays: 1 Feb (Auckland Anniversary Day), 6 Feb (Waitangi Day, observed 8 Feb), 25 Mar (Easter Friday), 28 Mar (Easter Monday), 25 Apr (Anzac Day), 6 Jun (Queen's Birthday), 24 Oct (Labour Day). There will also be no classes 26 Dec 2016 to 6 Jan 2017 as this covers the Christmas - New Year period that includes the following four public holidays: 25-26 Dec (Christmas holidays), 1-2 Jan (New Year). Students on vocational courses have additional study and holiday breaks. Please see the course information for details. There are no refunds for short study weeks.

I may want to take a break during my course. Is this possible?

Yes. If your attendance has been good, you can ask to take authorised breaks or holidays from your English course. You can usually take up to two weeks holiday for each 12 weeks of your course. We will extend your course accordingly.

Is it easy to make friends at Crown?

Yes, Crown is a great place to make friends. Crown has students from many countries, and many of these students enrol for long-term courses. The new friends you meet at Crown will often be there with you for quite a long time. We also have a range of activities and social events, which will help you, meet new people.

What if I wish to extend my studies at Crown?

By the end of your course, you may not want to leave, and we are happy if you wish to extend your stay. You can extend your studies by contacting your Crown retailer or representative, or by advising us directly. We can also help process your visa extension.

Can Crown help me extend or change my visa?

Crown is authorised by the New Zealand government to process certain visa applications. We can extend your student visa, or change your visa status from "visitor" to "student". Please make sure that you process any changes with us before your current visa expires.

What activities does Crown offer?

- * Option class activity course: If you enrol on an Intensive EnglishPLUS course you can choose the Activities option class. This course has 8 hours of activities each week timetabled between 8:30 am and 5:30 pm at a different time to your Standard class.
- * After-school activities: There are usually activities on Mon-Thur, after classes finish for the day at 3.30 pm.
- * Friday activities: There are often optional activities on Friday afternoons or evenings.
- * Weekend activities: Regular weekend trips are available for our students. These go to exciting places like the Coromandel, Rotorua, Taupo and the Bay of Islands. There are beach trips in summer and skiing trips in winter.

Activities include sports (tennis, golf, ten-pin bowling, beach, bush walking, ice skating, scuba-diving, roller-blading, kayaking, horse-riding), sightseeing, restaurant and pub visits, bone carving, painting and other arts and crafts, shopping, visits to attractions in and around Auckland (Sky Tower, cinema, art gallery, gardens, parks, museums, zoo, aquarium) and many others. All activities are optional. You can see a list of the activities each month on our website: www.crown.ac.nz.

How much do the activities cost?

The activity option class costs an extra NZD 80 per week. After-school activities cost up to NZD 50 each. Friday activities range from just a few dollars for transportation up to NZD 80-90 for more expensive activities like horse riding. Weekend activities can involve one or two nights away from Auckland and may cost up to NZD 110-310.

What other costs will there be?

Crown fees are listed on the back cover of this brochure. The *Crown Café* is in the Crown building and there are many reasonably priced cafes within minutes' walk of the school. You will usually travel to the school by bus. Bus fares vary according to your distance from the school. You can expect to pay up to around NZD 50.00 per week for the bus with a weekly 10-trip bus pass. If you are studying on a longer course, you can get a monthly bus pass to travel all around Auckland for around NZD 200 per month.

Can I continue my studies at Crown after I have finished my English Course?

Yes. If your English reaches Intermediate level (IELTS 5.0 or TOEIC 550) or above, you can take home more than just an English qualification. Many of our vocational, internship, business, travel and tourism and hospitality courses give you recognised national and international qualifications - your pathway to career success!

Can I get university credits for my Crown qualifications?

Yes. Many institutions offer credits for Crown qualifications. With your Crown Diploma, you will often be able to save up to one year study time for your university degree. Our preferred pathway partner is Massey University, which has a campus in Albany, North Auckland. Please ask us for further details. We can also refer you to degree-level study at the University of Auckland and Auckland University of Technology.

There are many other schools in New Zealand. Why should I choose Crown?

- * Crown is one of the largest schools in New Zealand. This means that we have many different course levels and options. You will have more variety in your studies and your classmates will be at the same level as you are.

- * Crown has both general and premium English course streams. You can choose to study at a normal pace (EnglishPLUS) or you can study harder and achieve your goals more quickly (EnglishPRO).
- * Crown attracts many long-term students, so the friends you meet at Crown will often stay with you for quite a long time.
- * Crown also has a great mix of student nationalities, so you can make friends from many different places.
- * Crown's minimum age is 18 years. You will not have to study with children in the school, or in your class.
- * Crown only accepts individual enrolments. You will not have to study with large tour groups who come to the school for just a few weeks. All of our students enrol as individuals, just like you.
- * Crown offers further study options in internship, business, travel and tourism and hospitality, where you can meet and study with students from New Zealand. We can also refer you on to university study, often with course credits.
- * Crown has a very good welfare support system with counsellors who can help you in your own language.

(3) Our Staff

I can't speak English very well! Who can help me?

Don't worry! We have friendly counsellors here at Crown who can assist you! Their job is to make sure that you are happy during your stay with us. If you wish to get information about Crown in your own language, you can contact your counsellor by email at the address below. If your language is not listed here, please contact us at english@crown.ac.nz.

Language:	Staff Member:	Email:
Cantonese	Ms Kim ONG	kim@crown.ac.nz
French	Ms Pia KNARSTON	pia@crown.ac.nz
German	Mr Gerhard LOTTERMOSER	gelotter@gmail.com
Indonesian	Ms Kim ONG	kim@crown.ac.nz
Japanese	Ms Yoshie WATANABE MEYER	yoshie@crown.ac.nz
Korean	Ms Hye Ran BAEK	hyeran.stiles@gmail.com
Malay	Ms Kim ONG	kim@crown.ac.nz
Mandarin	Ms Kim ONG	kim@crown.ac.nz
Portuguese	Ms Morena MAGALHAES	morenadb@gmail.com
Russian	Ms Katerina BOYARKINA	katerina@crown.ac.nz
Spanish	Mr Billy GUTIERREZ	billy@crown.ac.nz
Thai	Ms Kallayanee (Pla) CHANTRA	kallayanee@crown.ac.nz
Vietnamese	Ms Quynh (Queenie) HA	queenie@crown.ac.nz

(4) Our Partner School and Universities

I wish to study away from a big city. Can Crown help me?

Yes. Crown works closely with a partner school in the South Island. This school is ideal for students seeking a change from big city life. Crown can enrol you directly into this school. We will transfer your fees and help with your travel and accommodation arrangements.

NELSON ENGLISH CENTRE (NEC)

www.english-school.ac.nz

Our partner school is Nelson English Centre (NEC). This is a medium-sized school, with an average roll of 50-100 students. It is located in downtown Nelson, a small city in the northern part of the South Island. It specialises in general English and Cambridge examination courses. It has a good academic reputation and has a very high percentage of European students in all months except June and July.

I wish to go on to study for a degree in New Zealand. Can Crown help me?

Yes. Crown works with several universities and we can help to place you in their programmes after you complete your Crown Diploma. You can receive university credits for your Crown papers, which can save you time in completing your degree. Our preferred pathway partner is Massey University, which has a campus in Albany, North Auckland.

MASSEY UNIVERSITY

www.massey.ac.nz

THE UNIVERSITY OF AUCKLAND

www.auckland.ac.nz

AUCKLAND UNIVERSITY OF TECHNOLOGY

www.aut.ac.nz

I have been accepted at university but I still have a long time left to study at Crown. Can I transfer my fees?

If you are accepted on a degree course at one of our partner institutions you may be able to transfer some of your unused Crown fees to that institution. Please ask Crown for full conditions applying to transfer of fees to university.

I am under 18 years of age. Can I study at Crown?

We do not accept young students. You must be at least 18 years old at the date of starting your course. However, Crown recommends that students under this age contact another English language school in New Zealand. Please contact us for more information.

(5) Enquiries and Enrolment

Crown's Uniform Policy

All students are required to wear the Crown Uniform for any of the Business, Travel or Hospitality courses. The uniform is corporate black trousers or skirt and a white collared shirt. Students may bring their own clothes or they can purchase the uniform through Crown. Please ask the school for further details.

I have some more questions about Crown. Who can help me?

Please ask your Crown retailer for help. Or you can email a friendly Crown counsellor in your own language (see section 3 above). You will find our school contact details on the back of our Enrolment Form. We are here to help and we welcome your enquiries!

I have never taken an IELTS test. Can I take a CI (Travel, Hospitality or Business) course without an IELTS result?

Yes. Crown has an entry test which has been approved by NZQA. This costs NZD 50 and will be reimbursed in full if you enrol in a CI course.

How do I enrol at Crown?

You should enrol through one of our authorised representatives or educational consultants. They provide an excellent service and they can be found in many countries. They can help you with your enrolment, visa processing, flight details and many other useful services. If you do not have a Crown retailer, please visit us online at:

<http://www.crown.ac.nz/International+Students/FURTHER+INFORMATION/Crown+Retailers.html> we list some of our leading retailers on our website.

(6) At the Airport

What will happen at the Airport?

Before you arrive in Auckland, your representative will send us your flight arrival information. We will meet you at the airport. When you arrive at Auckland airport, you collect your baggage and go through Passport and Customs checks. When you come out of the Customs area, look right in front of you for a person holding a sign with your name on it. Our staff member or host family will be there to meet you. If you can't find the person who is picking you up, please wait at the McDonald's restaurant in the arrivals area. We will then take you to your homestay, where you can rest after your trip. Our airport transfer to or from your homestay costs NZD 100 each way. If two people are travelling between the airport and the same address at the same time, the fee is NZD 150 for the two of them. For emergency assistance at the airport please call our Student Welfare Manager, Ms Cathy Kelly: 0274-879-448.

(7) Accommodation

What accommodation options does Crown offer?

HOMESTAY

You will have your own comfortable room, with a bed, linen and towels, your own desk and a reading light. You will also have a closet or wardrobe to hang up your clothes. Homestays offer breakfast and dinner each day, plus lunch on the weekend. Laundry facilities are available in all homes. Most Crown homestays are within a convenient distance from the school. You will usually travel by bus into Auckland city from your homestay, and the travel time will usually be 30-45 minutes. The bus stop is located a short distance from the school. Over the weekend, your homestay will show you how to catch the bus to Crown.

HOMESTAYPLUS

You will have all of the accommodation and meal facilities as provided for our regular homestay service above.

In addition, this service offers two or more of the following:

- Convenient location: Your homestay will be located within one of Auckland's inner suburbs, closer to Crown. This means that your travel time to and from the school will be shorter.
- Private facilities: You will have your own private bathroom facilities.
- Internet: You will have a dedicated internet connection in your bedroom (the connection is free, and you have around 5GB each month for your use. A computer is not provided, but you will be able to plug in your laptop.
- Additional conversation and support from your family.

Please note that HomestayPLUS is often in high demand. You should book at least 8 weeks before your course start date.

I am an older student (age 40+). Which accommodation options are suitable for me?

Our regular homestay option is not usually available for older students. Unless otherwise agreed by the school, you will use either HomestayPLUS, City Lodge or Empire studios or apartments. We have a great selection of HomestayPLUS homes with families carefully selected for our older students. We can also assist you to find your own accommodation if you are on a longer course.

What if I don't like my host family?

When you first arrive in Auckland, your Crown counsellor will call you and welcome you to New Zealand. Please mention any concerns to them. It is normal for you to feel a little nervous when you first live with a family in another country. We can usually solve any concerns you have about your homestay. And we can find you another homestay at no extra charge if you do wish to move.

What if I have a special request – for food, children, pets or health reasons?

We will do our best to meet your needs, but we are not able to guarantee this. Please send your booking as early as possible to avoid disappointment. Please make sure you complete all sections of the enrolment form that relate to your accommodation.

I want to travel with my husband, wife or partner, or a child. How much does the homestay cost in these cases?

If you wish to stay in the same room as another adult, each person pays the normal weekly homestay fee. Sorry, but we can't arrange homestay for children. Please note that if you wish to book a homestay for two or more people, you must give us as much notice as possible. It may be difficult to meet special homestay requests if your booking is delayed or late.

What are the check-in and check-out times at homestay?

Usually your homestay family will be happy to welcome you when you arrive from the airport. However, sometimes homestay hosts may be out during the day. You should check this with Crown as soon as you know your flight details. Similarly, you can usually stay at the homestay until you leave for the airport but if your flight is late at night, you may need to pay for that night's accommodation.

What if I wish to take a holiday during my course? Can I leave my homestay for a short time and return?

Yes. You can leave your homestay for a short time, if you need to return to your home country or take a holiday. A holiday from your homestay must be for a minimum of seven nights. To reserve your room while you are away, you must pay a reservation fee of NZD 20 per night (homestay) or NZD 30 per night (HomestayPLUS). You can then safely leave your belongings in your room while you are away. You must give Crown two weeks written notice of your intention to take a holiday from your homestay.

Can I stay longer with my homestay (before or after I finish my course)?

You should plan to arrive a few days before your course begins. You are welcome to stay with your host family from your arrival date to a few days after your course ends. However, if you wish to stay in Auckland for a longer time (either before or after your course), you should plan to find other accommodation for this time.

Can I move out of my homestay into other accommodation?

If you decide to move out of your homestay you must let us know at least two weeks before you want to leave your homestay. Please see your counsellor or our Student Welfare Manager. After you have left your homestay we will be able to refund any unused homestay fees to you. If you later wish to move back into a homestay you will need to pay the accommodation reservation fee (NZD 200) again.

Can I stay at my homestay over the Christmas – New Year period?

Many students choose to take the opportunity to travel outside of Auckland over this time but if you want to stay in Auckland we can arrange homestay for you with a family that is staying at home. Festive Season rates apply from the 24 December 2016 until 7 January 2017. The rates are an extra NZD 270 for the entire period, or an extra NZD 135 per week. These rates apply to existing students and incoming students. This extra charge is added to misc. section in the invoice.

STUDIOS AND APARTMENTS

Crown offers modern student accommodation at City Lodge and Empire Apartments. Both are non-smoking inside. City Lodge has an environmental sustainability policy. Bookings are subject to availability.

	City Lodge	Empire Apartments
Website	www.citylodge.co.nz	www.empire21.co.nz
Email	info@citylodge.co.nz	info@empire21.nz
Address	150 Vincent Street	21 Whitaker Place
Phone	+64-9-379-6183	+64-9-950-9000
Fax	+64-9-379-6182	+64-9-950-9001
Distance from Crown	30 minute walk	15 minute walk
Building Facilities	TV Lounge, laundry, communal cooking area on ground floor – all equipment supplied	Café, laundry
Furnished Single or Twin Rooms (1 room plus bathroom)	Minimum booking one week: includes electricity; water; linen; mini fridge; reading lamp; TV; weekly room clean and fresh linen; tea & coffee making, but no cooking facilities in your room	Minimum booking four weeks: includes electricity, water, linen (to be exchanged weekly at reception), phone and kitchen equipment (utensil pack issued at check-in), weekly clean of common areas. Please note that no towels are provided.
Furnished Apartment	Not available	Minimum booking four weeks, 3 bedrooms. Facilities as above are shared between rooms.
Bond (per room), paid at time of check-in	Shorter than four weeks booking: NZD 70 Four weeks or more booking: NZD 250 Refunded on departure, no cleaning fee	NZD 400 Refunded on departure, less NZD 100 for cleaning fee
Internet	Wireless available: No connection fee; One GB of data for NZD 16 per month	Wireless available: No connection fee; One GB of data for NZD 10 per week
Cancellation Fee	Minimum 24 hours' notice, after which is NZD 75	-

How do I pay for my room or apartment?

Crown will invoice you for the number of weeks you reserve, and you pay this along with the rest of your Crown fees. Please note that we must receive all of your accommodation fees before you can move in to your studio or apartment.

Can I extend my stay after I arrive?

Yes. Please ask the student services team at Crown for help with any accommodation extensions. We will be happy to confirm these with the apartment provider. Extensions will always be subject to availability. You should confirm your plans as soon as possible.

I am with my husband / wife / partner / children. Are studios and apartments suitable for a family?

City Lodge and Empire have rooms for one or two adults. Twin rooms have single beds that can be moved together. Empire shared apartments can accommodate three people. Empire can accommodate children. Prices are either per room or per person; please see the fees list for details. Please ask Crown for information on other family accommodation.

What if I want to leave my studio or apartment early, after I have moved in? Can I get a refund for unused accommodation?

You do not have to sign a lease and you can get a refund if you leave early. Allow 15 working days for refunds. At City Lodge, you must give one week's notice, if you plan to check out early. Weekly rates are based on a 7-night stay. Extra nights are nights are charged at NZD100 per night. At Empire, you must give two weeks' notice, if you plan to check out early. You can move out, but you will have to pay for the two weeks and your rate may change.

What if I cancel my reservation at my studio or apartment before I move in? Are there any cancellation charges?

Your accommodation placement fee will not be refunded, if you cancel within seven days of your check in date.

Can I book my studio or apartment directly with City Lodge or Empire? Do I have to book through Crown?

You are welcome to book your accommodation directly (email addresses above). In this case there will be no Crown charges.

What other accommodation options can Crown offer?

If you are taking a long course, you may wish to find your own accommodation. If you do wish to move out of your homestay, you must give the school at least two weeks' notice before moving. We will then refund all of your remaining homestay fees. There are hostels, backpackers' lodges, hotels and shared accommodation available. We can help you to arrange these. Please ask the school for details on how you can reserve different types of accommodation. Accommodation cost depends on location and quality, but ranges from about NZD 150 per week to NZD 500+ per week. We advise you to spend at least four weeks in homestay before moving to other accommodation.

(8) Code of Practice

Crown Institute of Studies has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available from the New Zealand Ministry of Education website at www.minedu.govt.nz/international.

IMMIGRATION Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz.

ELIGIBILITY FOR HEALTH SERVICES Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at www.moh.govt.nz.

ACCIDENT INSURANCE The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz.

MEDICAL AND TRAVEL INSURANCE International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

We look forward to seeing you here at Crown!



CROWN - Leaders in Quality Training since 1972

COURSES AND OPTIONS

Use this table to check the Crown courses and options available for your English level *

Crown Level Description IELTS TOEFL pBT	1 Beg. N/A N/A	2 Pre-El. N/A N/A	3 Elem. 3.5-4.5 N/A	4 L.Int. 4.5-5.0 500+	5 Int. 5.0-5.5 530+	6 U.Int. 5.5-6.0 550+	7 Adv. 6.0+ 550+
EnglishPLUS							
General English Morning course	✓	✓	✓	✓	✓	✓	✓
Reading, writing and grammar			✓	✓	✓	✓	✓
Conversation	✓	✓	✓	✓	✓	✓	✓
Activities	✓	✓	✓	✓	✓	✓	✓
Individual Study Programme (ISP)	✓	✓	✓	✓	✓	✓	✓
Pronunciation	✓	✓	✓	✓	✓	✓	
Writing Skills				✓	✓	✓	
EnglishPRO							
“X” Class			✓	✓	✓	✓	✓
EU Module 1			✓				
EU Module 2				✓			
EU Module 3					✓		
EU Module 4						✓	
Pre-Cambridge Preparation					✓		
Cambridge FCE						✓	
Cambridge CAE							✓
Cambridge CPE							✓
IELTS					✓	✓	✓
TOEIC					✓	✓	✓
TESOL					✓	✓	✓
WorksUP, HandsUP Vocational, Internship							
WorksUP					✓	✓	✓
HandsUP				✓	✓	✓	✓
Vocational Semester Abroad (VSA)					✓	✓	✓
Vocational Year Abroad (VYA)				✓	✓	✓	✓
Crown Internship Programme (CIP 32)						✓	✓
Crown Internship Programme (CIP 44)					✓	✓	✓
Business Courses							
Crown Certificate in Business Skills					✓	✓	✓
NZ Dip.Bus – Terms 1, 2, & 3							✓
New Zealand Diploma in Business (NZDip.Bus)							✓
Travel and Tourism							
Crown Cert. in Travel and Tourism					✓	✓	✓
Crown Cert. in Int'l Travel & Tourism (IATA)					✓	✓	✓
Crown Cert. in Int'l, Travel, Tourism, Airline						✓	✓
Crown Diploma in Tourism (Management)						✓	✓
Hospitality							
Crown Cert. in Hospitality (Beverage service)						✓	✓
Crown Cert. in Hospitality (Food service)						✓	✓
Crown Cert. in Hospitality (Operations)						✓	✓
Crown Cert. in Hospitality (F&B service)						✓	✓
Crown Cert. in Int'l Hospitality (F&B)						✓	✓
Crown Cert. in Int'l Hospitality (Hotel)						✓	✓
Nat'l Diploma in Hospitality (Mgmt) (NDHM)						✓	✓

* Approximate guide only. You may need to sit a further test before entering any Crown course or option

FEES – 2016

All fees are in New Zealand Dollars (NZD) and include all government taxes (GST)

(1) Registration, Accommodation and Airport Transfers

Fee

Registration (<i>paid once only</i>)	200
Accommodation Reservation (<i>paid once only</i>)	200
Homestay (<i>per wk</i>)	270
HomestayPLUS (<i>per wk</i>)	400
City Lodge Single Room (<i>per wk, per person</i>)	350
City Lodge Double Room (<i>per wk, per person</i>)	380
Empire Studio (<i>per wk</i>)	Minimum of four weeks: 390
Empire 3 Bedroom Shared Apartment (<i>per wk, per person</i>)	Minimum of four weeks: 250
Airport Transfer (<i>each direction</i>)	100
Festive Season Surcharge (<i>19 Dec 2016 – 2 Jan 2017</i>) (two wks total)	Per week: 135

(2) EnglishPLUS (General English)

Standard per week

Intensive per week

1 – 12 weeks	330	400
13 – 24 weeks	320	390
25 – 36 weeks	310	380
37+ weeks	300	370

(3) EnglishPRO

Length

Tuition

Resource

“X” Class	6 wks Intensive	2,400	*120
EU (Academic English language preparation for university)	12 wks Intensive	4,800	*240
Pre-Cambridge Preparation (2 part course; each part is 6 weeks)	6 wks Intensive	2,400	*120
Cambridge CPE	9 wks Intensive	3,600	**570
Cambridge FCE, CAE	10 wks Intensive	4,000	**590
Cambridge FCE, CAE, CPE	12 wks Intensive	4,800	**630
IELTS	6 wks Intensive	2,400	*90
TOEIC	6 wks Afternoon	1,080	*60
TESOL	4 wks Intensive	1,980	**320
Private Lesson (including accompanying Standard class)	1 wks Intensive	1,070	*20

* Including class materials, excluding textbook. ** Including exam fee, textbook and class materials

(4), (5) Working Holiday, Vocational and Internship

Length

**Tuition

*Resource

WorksUP 6, HandsUP 6	6 wks Intensive	3,150	0
WorksUP 8, HandsUP 8	8 wks Intensive	3,950	0
WorksUP 12, HandsUP 12	12 wks Intensive	5,550	0
Vocational Semester Abroad (VSA)	26 wks Intensive	9,380	500
Vocational Year Abroad (VYA)	38 wks Intensive	13,700	500
Crown Internship Programme (CIP 32)	32 wks Intensive	10,890	500
Crown Internship Programme (CIP 44)	44 wks Intensive	15,210	500

* The resource fee is for textbooks, manuals, examinations and educational trip (excludes English Language textbooks and examinations)

** Tuition fee includes placement into your Internship Company

(6), (7) Business

Code

Length

Tuition

*Resource

Crown Certificate in Business Skills	CI 214	14 wks	5,460	500
New Zealand Diploma in Business (NZDip.Bus) (per term)	CI 335-7	12 wks	4,560	334
New Zealand Diploma in Business (NZDip.Bus) (per year)	CI 340	36 wks	13,680	1,000

* The resource fee is for textbooks, manuals, examinations and educational trip (excludes English Language textbooks and examinations)

(8), (9) Travel, Tourism and Hospitality

Code

Length

Tuition

*Resource

Crown Cert. in International Travel and Tourism (12 wks)	CI 122	12 wks	6,200	2,000
Crown Cert. in International Travel and Tourism (15 wks)	CI 122	15 wks	7,750	2,000
Crown Cert. in International Travel and Tourism (18 wks)	CI 122	18 wks	9,300	2,000
Crown Cert. in International Travel, Tourism and Airline Studies	CI 135	42 wks	15,540	2,000
Crown Diploma in Tourism (Management)	CI 141	42 wks	15,540	2,000
Crown Cert. in International Hospitality (Food and Beverage)	CI 435	42 wks	15,540	2,400
Crown Cert. in International Hospitality (Hotel)	CI 436	42 wks	15,540	2,400
National Diploma in Hospitality Management (NDHM) (per year)	CI 440	36 wks	13,680	1,200

* The resource fee is for textbooks, manuals, examinations and educational trip (excludes English Language textbooks and examinations)

ENROLMENT FORM

PERSONAL

Family Name First Names

Date of Birth (Day/Month/Year) Nationality Male/Female

Address

..... Email Address

Telephone Number Fax Number

Passport Number Occupation

How did you first hear about Crown?

COURSES

Please **TICK** ✓ each of the course(s) you want, and **WRITE** the code (eg CI 122), the start date(s) and number of weeks of each course in the box(es). Please also **WRITE** the name of any EnglishPRO Course you want in the space provided.

Course Name	Code	✓	Start Date	No. wks
EnglishPLUS - Standard - Part time (am only)	N/A			
EnglishPLUS - Intensive - Full time (am + pm)	N/A			
EnglishPRO	N/A			
EnglishPRO	N/A			
WorksUP, HandsUP, VSA, VYA, Internship				
Business				
Hospitality				
Travel and Tourism				

ACCOMMODATION & TRANSFERS

What type of accommodation would you like Crown to arrange (please **TICK** one box only)?

☐ Homestay
 ☐ HomestayPLUS
 ☐ No accommodation
☐ City Lodge Single Room
 ☐ City Lodge Double Room
 ☐ Empire Studio
 ☐ Empire Apart.

For how long? weeks FROM Check-in (date) TO Check-out (date)

If you are choosing Homestay or HomestayPLUS, would you like a homestay family with ... (please **TICK** one box only)

☐ Young children
 ☐ Older children
 ☐ No children
 ☐ Retired family
 ☐ Doesn't matter

Do you smoke? ☐ Yes ☐ No Your interests

Is there any food you cannot eat? Do you have a medical condition?

Do you have any other homestay requirements?

Would you like Crown to arrange your travel and medical insurance? ☐ Yes ☐ No

Do you want Crown to arrange airport transfer (NZD 100 each way)? ☐ From airport ☐ To airport

DECLARATION

I understand and accept the enrolment conditions set out on the reverse of this form.

Signature:

Date:

Education Consultant Stamp

Note: Crown Institute of Studies has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at www.minedu.govt.nz/goto/international
NZQA EER rating: confident in Educational Performance and Self Assessment - Category 2

ENROLMENT PROCEDURE AND CONDITIONS

- 1) Please see your local Crown retailer for complete details of enrolment procedure and visa requirements. Please check our website for Crown retailers: www.crown.ac.nz/internationalstudents/crown-retailers/
- 2) If there is no local Crown retailer, please complete the enrolment form and fax or email it to us. We will contact you with full details on how to enrol. Please contact:

The Registrar
Crown Institute of Studies
80 Anzac Avenue, PO Box 1094
Auckland 1140, NEW ZEALAND

Ph + 64-9-357-3191
Fax + 64-9-309-2797
Email english@crown.ac.nz
Web www.crown.ac.nz

Registration

A registration fee of NZ Dollars (NZD) 200 is payable when you enrol for any course at Crown. This is a once-only payment. If you extend or change your course you do not pay another registration fee.

Accommodation

There is a once-only payment of NZD 200 (accommodation reservation fee) for arrangement of your accommodation. The weekly accommodation fee varies according to the type of accommodation you reserve. If you choose homestay or HomestayPLUS, any unused portion of this fee is refunded if you find other accommodation. There are no refunds if you move out of a studio or apartment early. We must receive two weeks' notice of your intention to leave your homestay. If you go on holiday and wish to return to the same homestay, there will be a NZD 140 (homestay) or NZD 210 (HomestayPLUS) per week fee. This is paid to the homestay to reserve your place. If you wish to stay an extra night in your homestay this is NZD

Payment of fees

All fees must be received by Crown before your course commences. You can pay your fees by bank draft by posting them to the address above, or by telegraphic transfer (T/T) from your local bank to the following bank account:

Hargrave, Munn & Teague Crown Trust
A/C: 06-0193-0328423-00
ANZ, Swift code: ANZBNZ22
Newmarket Branch, Auckland, New Zealand

Attendance and behaviour

You will be expected to attend classes punctually and to behave in a responsible manner at Crown. If your attendance does not meet Crown's requirements or if your behaviour is detrimental to the school, school staff, counsellors, homestays, studio and apartment operators, contractors, or to other students, you may be asked to leave the school. In this event, your tuition and resource fees will not be refunded.

Fee protection, cancellations and refunds

Pursuant to NZ government student fee protection requirements, the full value of your outstanding fees is protected in an approved trust fund. Trustee: HMT Group. Please note the following conditions:

- 1) If you cancel all or part of your course before you arrive in New Zealand, you pay a cancellation fee of 10% of tuition fees for the cancelled weeks.
- 2) If you cancel all or part of your course after you arrive in New Zealand, and up to the end of the refund period, you pay a cancellation fee of 25% of tuition fees for the cancelled weeks (if entering NZ on a Crown visa) or 10% of tuition fees for the cancelled weeks (if not entering NZ on a Crown visa).
- 3) If you cancel all or part of your course after the refund period, you pay a cancellation fee of 100% of tuition fees for the cancelled weeks.
- 4) The refund period ends at 5:00 pm on the tenth working day of your course. If you cancel your course within the refund period, you must return in good condition any textbooks you have received.
- 5) Cancellation of your course in the event of financial problems at Crown: The full value of your outstanding tuition fees is protected in an audited trust fund. In the unlikely event that Crown could not deliver your course, you would receive a full refund of all outstanding fees, or have these transferred to one of our partner institutions to enable you to complete your course.
- 6) All withdrawals, cancellations and course change requests must be received by Crown in writing. Cancellation and course change forms are available from Student Services, Crown Institute, 3rd floor, 80 Anzac Avenue, Auckland (english@crown.ac.nz).
- 7) If your fee was received by Crown from a Crown retailer then any refund will be made to that Crown retailer. Unused homestay fees may be refunded directly to you.

Transfers, liability and insurance

You may transfer fees between departments and courses at Crown, but your fees may not be transferred to another person. Crown will not be liable for any loss, damage or injury incurred within the school, with a homestay family or on a school excursion. In starting a course of study at Crown, you will be deemed to have accepted all of our Enrolment Conditions. You must have appropriate and current medical and travel insurance while in New Zealand and Crown can provide information on policies on request. Crown will not be liable if, for any reason, the published courses cannot be offered. Crown reserves the right to change courses and fees without prior notice.