STAR Bay of Plenty

# Region wide

For Star Courses contact Chris Berentson at 0800 65 99 88 ex 8479, or christopher.berentson@tekura.school.nz

For Comprehensive First Aid courses, contact Matthew Smith at 04 474 5226, 0800 65 99 88 xtn 8572, or Matthew.Smith2@tekura.school.nz.

## Red Cross:

Te Kura provides for secondary students to attend Comprehensive First Aid Courses throughout the country. The Red Cross has training rooms throughout the country, and offers courses many times a month. Because of this we do not list each individual course.

**Unit Standards**:

Level 1: 6402 – Provide resuscitation (1 credit)

Level 2: 6401 – Provide First Aid (1 credit)

Level 3: 6400 – Manage first aid in emergency situations (2 credits)

# Tauranga

## Bay of plenty Polytechnic

**Windermere Campus**

Location: 70 Windermere Drive, Windermere, Tauranga

**Bongard Centre**

Location: 200 Cameron Road, Tauranga

**Road Transport, Warehousing and Logistics Training Centre**

Location: 129 Maleme Street, Greerton, Tauranga

### Animal Tech

**About:**

Perform animal care tasks, including cleaning enclosures and paddocks, plus grooming. Hone your dissection skills; dissect animal parts such as digestive systems, hearts and reproductive systems. Also find out about our Animal Technology courses.

**Dates**:

 29th October

**Location**:

 Windermere Campus

## The Learning Place

### Communication and Leadership

**About:**

An interactive, action packed two day course teaches students key skills and knowledge in relationship management, performance management, and workplace organizational principles required of first line managers. Made up of three level three standards, this course is module one of the National Certificate in First Line Management and is perfect for students wanting to become Team Leaders, supervisors, or charge hands likely to be responsible for managing people, resources, and/or work operations. This course is also ideal for students that need to get out of their comfort zone and build confidence before leaving school.

**Unit Standards:**

**Level 3:** 11097 **-** Listen to gain information in an interactive situation (3 Credits)

 9681 - Contribute in a group/team which has an objective (3 Credits)

 9705 - Give and respond to feedback on performance (3 Credits)

**Date:**

2nd-3rd November

### Advanced Customer Service

**About:**

This intensive three day course is perfect for students who aspire to a career in customer service or retail. Made up of eleven Level Three credits, this course covers communication processes, active listening, and retail and distribution skills through tutor led delivery and an individual student project.

**Unit Standards:**

**Level 3:** 11815**-** Answer customer enquiries on the telephone in a wide range of contexts (3 Credits)

 11818- Demonstrate and apply product and/or service knowledge 2 Credits)

11831- Apply skills and qualities of a salesperson in a retail or distribution environment (6 Credits)

**Date:**

TBA

### Bar Tending

**About:**

A two day workshop with both theory and practical elements. Students will prepare and serve mocktails after demonstrating knowledge of a safe serving environment. ***No alcohol will be used on this course.***

**Unit Standards**

**Level 3:** 14420 - Demonstrate knowledge of alcoholic and non-alcoholic beverages (3 Credits)

**Date:**

 4th-5th November