STAR Whangarei & Northland Region

**Region wide**

For Star Courses and Comprehensive First Aid courses in the Whangarei and Northland region, contact Matthew Smith at 04 474 5226, 0800 65 99 88 xtn 8572, or [Matthew.Smith2@tekura.school.nz](mailto: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, and because of this we do not list each individual course. Courses are available in Whangarei, Kerikeri, Kaikohe and Kaitaia.

**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)

## Hillary Outdoors

Our annual residential camp for North Island students at Hillary Outdoors Tongariro. The dates for this are: Sunday 28 May- Friday 2 June 2017. Applications are now open and close on **Friday 21 April 2017** and the application form with further info can be found on our website at: <http://www.tekura.school.nz/subjects-and-courses/gateway-star/>

## NorthTec

### Barista Level 2 or 3

**About**:

This course is for those students wishing to enter the hospitality industry and who are interested in working in the area of producing coffees. This course is offered at level 2 or three

**Unit Standards**:

Level 2: 17285 – Demonstrate knowledge of espresso coffee equipment and recipes – Level 2, 4 Credits

17286 – Prepare and present pressed coffee for service – Level 2, 2 Credits

17287 – Prepare and present filtered coffee for service – Level 2, 2 Credits

Level 3: 17288 – Prepare and present espresso beverages for service – Level 3, 5 Credits)

17284 – Demonstrate knowledge of coffee heritage, production and culture – Level 3, 5 Credits

**Dates:**

9, 10, 16, 17 February

21, 22, 28 February, 1 March

14, 15, 21, 22 March

4, 5, 11, 12 April

**Location:**

Hospitality Building, Raumanga Campus, Whangarei

### Food Safety

**About:**

This course is for students wishing to work in a food business. They will gain a basic understanding of practices that result in safe food including prevention of cross-contamination and safe food storage.

**Unit Standard:**

167 – Practice food safety methods in a food business – Level 2, 4 Credits

**Dates**:

23rd February, 2nd March

### Basic Sponges, Cakes and Scones

**About**:

Students will be able to prepare, cook, produce and present basic sponges, cakes and scones

**Unit** **Standards**:

13325 – Prepare and bake basic cakes, sponges and scones in a commercial kitchen – Level 3, 4 Credits

**Dates**:

30th, 31st March, 6th, 7th April

### Basic Dough

**About**:

Students will learn to prepare, cook and present basic dough items.

**Unit Standards**:

13319 – Prepare and bake dough products in a commercial kitchen – Level 3, 4 Credits

**Dates**:

9th, 10th, 23rd, 24th March

**Location**:

Hospitality Building, Raumanga Campus, Whangarei

## The Learning Place

The Learning Place is an organization based in Dunedin and hold courses throughout the country. Besides the courses and dates listed, The Learning Place hold courses on request and has a minimum of 14 students for each course to run. The Learning Place offers a broad variety of courses on a variety of subjects, including Coaching, Life Skills, Health and Safety, customer Service, Employment Skills, Leadership, Hospitality, Office Management, Security and Media.

### Communication and Leadership

**About:**

A two day, 10 credit course that teaches students the key skills involved in communicating well as an individual and within a tea,. This course is excellent for students that wish to develop their confidence or those that have the confidence but aspire to manage a team and wish to develop their leadership skills.

**Unit Standards:**

27563 – Describe teams and team leadership – Level 3, 4 Credits

9681 – Contribute n a group or team which has an objective. – Level 3, 3 Credits)

9705 – Give and respond to feedback on performance

**Dates:**

9th-10th March

**Location**:

Northland Cricket Association

### 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:**

11815 – Answer customer enquiries on the telephone in a wide range of contexts – Level 3, 3 Credits

11818 – Demonstrate and apply product and/or service knowledge – Level 3, 2 Credits)

11831 – Apply Skills and qualities of a salesperson in a retail or distribution environment – Level 3, 6 Credits

**Dates**:

20th-22rd February

**Location**:

Northland Cricket Association

### Barista

**About**:

An introduction to foundation barista skills and the history of coffee, in this course students will learn how to use a commercial espresso machine and standard industry techniques.

**Unit Standards:**

17284 – Demonstrate Knowledge of coffee origin and production (Level 3, 3 Credits)

17285 – Demonstrate Knowledge of commercial espresso equipment and prepare espresso beverages under supervision (Level 2, 4 Credits)

**Dates**:

6th-7th March

Location:

Northland Cricket Association

## Gold Star Training

Gold Star Training holds courses on request, and can be held at Salvation Army venues throughout Northland, or other venues. Regional team leaders will be notified when Gold Star Training is holding a course in the area for other schools or at another venue with spaces for Te Kura students.

**Customer Service**

**About:**

This 2 day highly interactive and engaging course will provide students with fundamental customer service skills and knowledge. Students will learn; how to communicate with customers in a professional and courteous manner, develop some key sales techniques on the telephone as well as face-to-face and learn sales legislation that all Sales Professionals should know.

**Unit Standards:**

57 – Provide Customer Service (level 2, 2 Credits)

11938 – Assist customers to select goods and/or services (Level 2, 5 Credits)

56 – Attend to customer enquiries face-to-face and on the telephone (Level 1, 2 Credits)

**Duration**:

2 Days

### Communications and Assertiveness

**About**:

This exciting interactive course will develop strong communications skills and build confidence as they work together as a team to achieve an objective and participate in an informal meeting situation with their peers. Students will learn how to interact assertively while maintaining respect when dealing with customers, work colleagues, personal relationships and working in a team/group.

**Unit Standards:**

9677 – Participate in a team or group which has an objective – Level 2, 3 Credits

1299 – Be assertive in a range of specified situations – Level 2, 4 Credits

10791 – Participate in an informal meeting – Level 2, 3 Credits

**Dates**:

March 28-29 – Whangarei

April 4th-5th – Kaikohe

April 10th-11th - Kaitaia

**Communication & Confidence**

**About**:

Students are given the opportunity to overcome shyness and build confidence with this challenging and highly engaging course. Students will learn the communication process theory and how to identify and evaluate communication barriers encountered from their own life experiences. The ultimate communication skill that everyone needs is ‘active listening skills’, students will be assessed on their listening ability in two different contexts. There is also a fun and interactive group activity where they will learn the benefits of team work and working together to achieve a common goal. To finish off this three day event, students are given a chance to shine as they plan, prepare and deliver two small presentations on a topic of their choice which helps build self-confidence and puts their communication skills to the test.

**Unit Standards:**

9694 – Demonstrate and apply knowledge of communications process theory (Level 3, 5 Credits)

9681 – Contribute in a group/team which has an objective (Level 3, 3 Credits)

11097 – Listen actively to gain information in an interactive situation (Level 3, 3 Credits)

1307 – Speak to a known audience in a predictable situation (Level 3, 3 Credits)

**Duration:**

3 Days

**Advanced Customer Service**

**About:**

This exciting and intense Customer Service course will keep students engaged and active throughout the two days. Students will develop confidence dealing with customer enquiries over the telephone. They will learn how to accurately record information and follow up customer enquiries with the appropriate documentation. Students will understand the importance of active listening techniques and apply sales skills through roleplay situations and competency based assessments.

**Unit Standards:**

11875 – Answer customer enquiries on the telephone in a wide range of contexts (Level 3, 3 Credits)

11818 – Demonstrate and apply product and/or service knowledge (Level 3, 2 Credits)

11097 – Listen actively to gain information in an interactive situation (Level 3, 3 Credits)

**Duration:**

3 Days

**Work Ready**

**About:**

This course will help students fully prepare for their future job interviews by producing professional curriculum vitae and by practicing job interview roleplay scenarios. Students will also learn how and where to search for jobs that are suitable for their set of skills and personal circumstances. (Please note: This course requires the use of computers)

**Unit Standards:**

1294 **–** Be interviewed in a formal interview (Level 2, 2 Credits)

4252 – Produce a targeted CV (Curriculum Vitae) (Level 2, 2 Credits)

4253 – Demonstrate knowledge of job search skills (Level 2, 3 Credits)

**Duration**:

2 days

## International Travel College

### Flight Attending

**About**:

This on-board experience will take part in our fantastic airport training facility which is located at both campuses. Students will participate in various fun activities during the action packed two days which will help them explore the reality of the role and responsibility that comes with being a cabin crew member.

**Unit Standard**:

23755 – Identify and self-evaluate the demands of a specific role in a tourism workplace (Level 3, 3 Credits)

**Date**:

23rd & 24th May

**Times**:

9.30am – 3.30pm

**Other** **Info**:

Professional Attire required. No jeans, etc...

## The Salvation Army Education & Employment

The Salvation Army Education & Employment hold the following courses on request. They are located in Whangarei, but can also hold courses in Kaitaia.

### Driver Training Programme

**About:**

A basic Learner Licence STAR course aimed at students interested in learning to drive and gaining their Learner’s Licence. It consists of online content, classroom based learning and out of the classroom activities, and advertised as a fun and enjoyable approached to learning the basic of driving and preparing for the learner license theory test. This course will include a sitting of the learner license test.

**Outcome:**

3462 – Demonstrate knowledge of Traffic law for the purpose of safe driving (Level 2, 3 Credits)

17676 – Carry out a pre-drive vehicle check on a light motor vehicle, and start and shut down the vehicle (Level 2, 3 Credits)

17563 – Demonstrate Knowledge of the NZ Graduated Driver Licensing System (Level 2, 3 Credits

**Duration**:

Three Days

**Requirements:**

Students must be at least 16 years old to register

### Introductory Forklift

**About**:

This is a basic course on forklift operation and occupational health and safety. This course covers practical skills and pre-use inspection of forklifts.

**Unit** **Standard**:

10851 – Demonstrate knowledge and skills for driving a forklift on a road for Endorsement (Level 3, 7 Credits)

Students are also issued an operators certificate for Forklifts.

### Forklift ‘F’ Endorsement

**About**:

A training course aimed at students seeking to gain their F endorsement on their driving licence.

**Unit** **Standard**:

10851 – Demonstrate knowledge and skills for driving a forklift on a road for endorsement F (forklifts) (Level 3, 2 Credits)

Students are also issued an operators certificate for Forklifts.

**Requirements**:

Students must have a Class 1 full licence to sit this course