

Te Hoe Manaaki me
kā Ratoka Ahumahi

Hospitality & Service Industries



Hospitality, Cookery, Bakery and Tourism

Pursue your passion for serving perfection.

The huge and ever-expanding hospitality and tourism sector relies on people with a passion for delivering exceptional service and experiences.


Our courses in these areas are very practical and designed to equip you with the hands-on skills employers need. You'll learn from highly experienced tutors – including many who continue to work in the industry – and graduate with excellent employment prospects.



New Zealand Certificate in Food and Beverage Service

 Level 3 and Level 4

 Christchurch

 Full-time: six months per programme or one year for both
Part-time: available

 February, July



Gain essential hospitality, food and beverage service skills in our specialist training facilities.

Great customer service and product knowledge are the keys to standing out to an employer. This highly practical programme (with Level 3 and Level 4 options) has a choice of study strands.


Learning in our campus café and restaurant from tutors with extensive experience, you'll acquire the skills to produce a range of bar and espresso beverages to a high standard and provide formal table service. In the Level 3 programme you'll learn the selling skills and product knowledge (including wine, beverages and menu items) for working in a licensed restaurant or bar. In the Level 4 programme you can build on this knowledge by learning how to design cocktails, develop a cocktail menu and provide advanced table service.

NB: See the website for more information on strands and intakes.

New Zealand Certificate in Food and Beverage Service (Workplace Option)

 Level 3

 Christchurch, Timaru


 Part-time: 16 weeks

 May

New Zealand Certificate in Cookery (Managed Apprenticeship)

 Level 4

 Christchurch, Timaru

 Part-time: one year

 February, July

Learn essential hospitality, food and beverage service skills in your current front-of-house role.

If you're already employed in a hospitality role, this highly practical programme will enable you to upskill on the job.

Under the supervision of a senior colleague and using a learning programme created by Ara, you'll acquire the skills to produce a range of bar and espresso beverages to a high standard and provide informal table service. You'll also gain an understanding of operating procedures in cafes, bars and restaurants and learn how to communicate effectively in these environments.

Broaden your capability in the workplace, while you work.

If you already work in a commercial kitchen, this study option enables you to gain a qualification by undertaking much of your study at work. We'll enter into a training agreement with you and your employer to provide an individual training plan with regular feedback as you progress through the programme.

You'll receive on-job training and coaching from your employer and our industry training professionals. You'll also gain knowledge and practical skills within our training kitchens on campus. You'll then be able to showcase your skills through practical, on-the-job assessment opportunities.




Visit ara.ac.nz for all entry requirements and fee information.

New Zealand Certificate in Baking (Generalist)

 Level 4

 Christchurch

 Full-time: one year

 February

Learn the essential skills required to work in a commercial or boutique bakery.

Gain the essential skills you need for a successful career as a professional baker with this industry-focused programme.


We'll teach you how to produce a range of bakery products including biscuits, breads, cakes and pastries, plus all the basic principles of bakery science, quality management, health and safety and hygiene standards required for the commercial baking industry.

As part of the programme, you'll take part in work placements at local cafés and bakeries, and you'll be involved in operating and preparing food for our on-campus cafe, The Pantry.

New Zealand Certificate in Cookery

 Level 4

 Christchurch, Timaru

 Full-time: one year

 February, July*

Gain the skills and confidence required to work in fast-paced commercial kitchen environments.

During this course you'll gain the skills required to create a wide range of complex dishes including meats, poultry, cold larder and desserts.

You'll learn about preparation and presentation techniques, food safety, health and safety, operating policies of commercial kitchens and communication practices between colleagues, managers and customers.

**July intake available in Christchurch only.*



New Zealand Diploma in Cookery (Advanced Cookery)

 Level 5

 Christchurch

 Full-time: one year

 February, July

Learn how to produce advanced dishes and take a leading role in commercial kitchen environments.

This advanced programme will equip you with the skills to confidently plan and produce a broad range of meat, poultry, fish and larder dishes, employing advanced preparation, cookery and presentation techniques.


You'll also learn effective methods for planning and monitoring workflow, strategies for managing staff and operations to meet performance targets, and how to plan, develop and design dishes and menus.



New Zealand Diploma in Cookery (Advanced Patisserie)

 Level 5

 Christchurch

 Full-time: one year

 February

Acquire advanced patisserie skills and take a leading role in commercial kitchen environments.


This programme will equip you with the advanced preparation, cookery and presentation techniques to confidently plan and produce a wide range of complex dishes including hot and cold desserts, gateaux and torten.

You'll also learn effective methods for planning and monitoring workflow and supplies, and strategies for managing staff and operations to meet performance targets.

New Zealand Diploma in Hospitality Management (Level 5)

 Level 5

 Christchurch

 Full-time: one year

 February, July

Equip yourself with management skills for the hospitality industry.

Trainee manager, supervisor, team leader; whatever role you're seeking in the hospitality industry, this programme will equip you with essential skills you can build on throughout your career.

You'll learn about leadership principles, how to build and maintain positive staff relationships, and how to monitor and maintain operating procedures and compliance requirements. Key areas covered include the importance of excellent customer service and how to work in collaborative, team-based environments within restaurant, bar, barista, hotel reception and accommodation contexts. In addition, you'll gain a sound understanding of local and international tourism and the essential contribution tourists make to the hospitality industry.


You'll undertake a practical work placement which will give you the opportunity to set personal and professional development goals.

New Zealand Diploma in Hospitality Management (Level 6)

 Level 6

 Christchurch

 Full-time: one year

 February, July

Prepare to take on management responsibilities in the fast-paced world of hospitality.

With a focus on how to think rather than what to think, this diploma explores hospitality at a management level.

You'll learn how to manage and develop staff to ensure excellent customer experiences, and how to enhance positive staff relationships through negotiation, communication, consultation and reporting strategies. Hospitality operations are covered in depth. You'll learn how to plan and develop business strategies that encompass financial management, product development, sales and marketing and continuous improvement processes. You'll also learn how to manage change to improve business performance, and the role of technology in management and technology-driven marketing solutions. The role of sustainability and the impacts of tourism and hospitality on infrastructure and the environment are also explored.

A practical work placement will give your learning context and enable you to use research methodologies to investigate a topic or solve a problem connected to the workplace.





Visit ara.ac.nz for all entry requirements and fee information.

Bachelor of International Tourism and Hospitality Management

 Level 7

 Christchurch

 Full-time: three years
Part-time: available

 February, July

Become a leader in the fast-evolving tourism and hospitality sector.

When you graduate from this programme, you'll be a flexible, future-focused, creative leader who can adapt to changing circumstances.

Your studies will cover: hospitality and tourism trends; marketing strategies for local and international hospitality and tourism businesses; financial management strategies including revenue management; business analysis for hospitality and tourism; communication; self-management; problem solving; teamwork and leadership skills; and workforce management. You'll also examine technology used in the hospitality industry, explore New Zealand's heritage and indigenous Māori culture, and gain an understanding of sustainability issues relating to tourism, such as its impact on the environment.

This knowledge will enable you to lead and manage a broad range of tourism and hospitality businesses.

Much of your study will take place in simulated tourism and hospitality environments using authentic situations. You'll also undertake a capstone research project investigating a real-world hospitality workplace issue, while obtaining actual work experience within the sector.



Get ahead, the smart way

Youth Guarantee programmes are the smart way for eligible 16- to 24-year-olds to get into employment or further study, for free!

Find out more on page 16

Massage, Hair and Beauty

Make a career out of making others look and feel great.

A career in massage, barbering, hairdressing or beauty therapy offers endless potential across many industries and can take you around the world.

At Ara you'll learn from industry professionals who'll teach you both theory and practical skills in our modern salons and clinics. You'll also gain valuable experience by operating clinics and salon days on campus with real clients.



New Zealand Certificate in Hairdressing (Salon Support)



Level 3



Christchurch, Timaru



Full-time: one year



February

Gain the foundation skills needed to start a career in hairdressing.

If you're seeking an introduction to hairdressing, this programme will give you a solid foundation to build on with further study.

You'll learn about salon culture, operations and terminology so you can communicate effectively with clients, peers and supervisors, perform reception duties, and master hairdressing theory and practical skills.

Other areas covered include: conducting thorough client consultations; applying hair treatments; removing hair colour; understanding home hair care products; shaping and styling hair using different techniques and tools; maintaining cutting equipment; performing colouring and de-colouring services; handling chemical treatments; and adhering to personal hygiene, presentation, health, safety and environmental standards within a salon.

New Zealand Certificate in Makeup and Skin Care (Introduction)



Level 3



Christchurch



Full-time: six months



July

Equip yourself with foundation skills for the beauty industry.

This programme is a great way to gain a foundation of knowledge and hands-on skills for working in the beauty sector as a skincare and makeup technician. You'll learn about skin types and conditions, makeup techniques, workplace requirements and professional communication and conduct.

Within our modern treatment rooms, you'll also have the opportunity to work on models, applying and gaining knowledge about a wide range of makeup and skincare products.

Visit ara.ac.nz for all entry requirements and fee information.

New Zealand Certificate in Beauty Therapy



Level 4



Christchurch, Timaru



Full-time: one year



February

Acquire the skills and knowledge needed to work as a beauty therapist in New Zealand or overseas.

Through a combination of theory and practice, this programme will equip you to walk into a job, consult with clients and perform beauty therapy services in a professional manner. Aspects covered include professional practice, business awareness, anatomy and physiology, facial treatments, makeup, nail and waxing services, spray tanning and relaxation massage.

You'll learn from experienced tutors and a wide range of industry speakers including spa managers, appearance medicine specialists and cosmetic representatives. These professionals will give you an insight into products, techniques, technologies, and specific qualities that employers look for. You'll also work with real clients in our industry-standard salons.

New Zealand Certificate in Commercial Barbering



Level 4



Christchurch



Full-time: one year



February

Master the art of barbering for a career in an expanding sector.

Taught by barbering experts, this heavily practical programme will equip you with detailed knowledge and skills to be able to work in the ever-growing barbering industry. It covers classic and modern barbering techniques, scissor skills, clipper and fade work including traditional wet shaves, plus professional ethics and standards.

You'll study the latest industry fashion trends and develop your own style. You'll also learn about health and safety requirements, front-of-house operations and discover how to enhance your social media capabilities in order to attract a regular clientele. Our on-site barber shop provides a real-life industry environment where you'll build your skills and capabilities as a professional commercial barber.



New Zealand Certificate in Hairdressing (Emerging Stylist)



Level 4



Christchurch



Full-time: two years



February

Add to your salon skills to give yourself a strong start to a career in hairdressing.

This programme has been designed to follow on from the New Zealand Certificate in Hairdressing (Salon Support) Level 3.

As well as continuing to build on the skills and knowledge you've already acquired, you'll learn about advanced hair and scalp analysis, foundation cutting and chemical and non-chemical services. You'll also design, develop and create long hair creative styles for special themes or events. Work experience within the industry is a crucial part of your learning.

Upon completion you will be a fully-qualified hairdresser possessing skills in advanced consultations and treatments, cutting techniques, creative colouring and chemical knowledge, as well as strong interpersonal skills.



New Zealand Diploma in Beauty Therapy



Level 5



Christchurch



Full-time: one year



February

Expand your skills and expertise to become a highly competent beauty professional.

If your goal is to become a highly qualified beauty therapist, this programme is the perfect way to build on your existing knowledge and skills.

It will equip you to work in a variety of settings and take on greater responsibilities. You'll also become capable of managing or owning your own beauty clinic. Specifically, you'll learn about a range of treatments that will extend your capabilities in advanced skincare, nutrition, microdermabrasion, electrolysis hair removal, hot stone massage, body wraps and exfoliations, dermal needling and LED light therapy.

You'll extend your ability to take on advanced responsibilities and implement professional standards in the areas of health, safety and hygiene - skills that are valued in the industry and will enhance your employment opportunities.



"It prepared me with the right tools, skills and opportunities."

Annica, Beauty Therapy

Visit ara.ac.nz for all entry requirements and fee information.



Level



Location



Duration




Starts

New Zealand Diploma in Wellness and Relaxation Massage

 Level 5

 Christchurch

 Full-time: one year

 February

Prepare for a career as a wellness and relaxation massage therapist.

This qualification will equip you to provide wellness and relaxation massage therapy services within the health sector and massage therapy industry. You'll learn about the anatomical, physiological and basic chemical concepts of the body and application methods to perform a full body massage treatment. You'll also learn a range of professional, self-management and communication skills required to meet client and industry needs. In addition, you'll gain an understanding of the psychological effects of massage and the health, activity and nutritional aspects of professional massage treatments.

Learning takes place in a real-world industry environment and includes clinical practice hours during which you'll apply and refine your massage techniques.



New Zealand Diploma in Remedial Massage

 Level 6

 Christchurch

 One year

 February

Prepare for a career as a remedial massage therapist.

Designed to build upon the New Zealand Diploma in Wellness and Relaxation Massage Level 5, this qualification will equip you to provide remedial massage therapy services to the public in allied health, wellness and medical settings that require this specialist service.

It will develop your existing skills in massage therapy assessment, enquiry, observation and physical testing. You'll learn how to identify and interpret pathological processes on body systems and medical diagnostic testing, and you'll go into further depth regarding the psychology of health. You'll also apply sport-specific assessment and massage therapy techniques to identify and treat a range of sports-related injuries.

Learning takes place in a real-world industry environment and includes clinical practice hours.

Get the recognition you deserve

Do you have extensive work experience but no qualification to match?

Our Centre for Assessment of Prior Learning may be able to help you translate that experience into part or all of a confidence-boosting, career-enhancing qualification.

Find out more at:
ara.ac.nz/capl



You
belong
here

OPEN DAY

TE RANGI TŪHURA

**Christchurch and Timaru
campuses**

Thursday 13 June 2024

3pm - 6pm

Register at ara.ac.nz



Apply now for 2024

ara.ac.nz

info@ara.ac.nz

0800 24 24 76

City campus

130 Madras Street, Christchurch
Mon–Fri, 8am–4.30pm

Manawa campus

276 Antigua Street, Christchurch
Mon–Fri, 8.30am–4.30pm

Woolston campus

Ensors Road, Christchurch
Mon–Fri, 8am–4.30pm

Timaru campus

32 Arthur Street, Timaru
Mon–Fri 8am–4.30pm

Ashburton campus

37 Alford Forest Road, Ashburton
Mon–Fri, 8.30am–4.30pm

Oamaru campus

44 Humber Street, Oamaru
Mon–Fri, 8am–4.30pm

Ara Connect

City campus, Madras Street, Christchurch
Timaru Campus, 32 Arthur Street, Timaru
Woolston Campus, Ensors Road, Christchurch

