

PEOPLE, PLACES, AND POSSIBILITIES!

WHAT ARE THE SERVICES INDUSTRIES?

This pathway covers the industries that keep the economy running and people connected. It's all about customer service, experiences, logistics, and daily life – from cafes and airlines to hair salons and call centres.

THIS PATHWAY INCLUDES SECTORS LIKE:

- Hospitality (hotels, cafés)
- Tourism
- · Retail & Sales
- Beauty & Hairdressing
- Recreation & Sport
- Business and Financial Services (admin, contact centres, insurance & mortgage broker)
- Travel & Events
- · Security & Logistics
- · Cleaning

IS THIS THE PATHWAY FOR YOU?

- Do I enjoy working with people and making their day better?
- Am I interested in business, tourism, or customer service?
- Do I have a good attitude and enjoy fastmoving work?
- Would I like to run my own business or travel with my job?
- Am I organised, reliable, and good at communication?

If this sounds like you – there are endless directions you can take in this pathway.

WHAT JOBS COULD I DO?



Entry-Level Jobs

Barista or Waitstaff, Receptionist, Checkout Operator, Call Centre Agent, Cleaner or Housekeeper, Delivery Driver

With Training or Experience

Retail Store Manager, Beauty Therapist, Hotel Concierge, Fitness Instructor, Duty Manager Security Officer

Specialist/Professional Roles

Event Coordinator, Tourism or Hospitality Manager, Business Administrator, Travel Agent or Tour Operator, Sales Representative, Logistics Coordinator

WHAT CAN I EARN?

- Entry-level roles often start around \$47,000 –
 \$55,000/year, especially in hospitality or retail.
- With training or leadership roles, earnings rise to \$60,000 - \$80,000.
- Specialists and experienced professionals can earn \$85,000+, particularly in management, sales, or logistics.

Some jobs offer great travel opportunities, tips, bonuses, or flexibility – especially in tourism, events, or international business.

THE FUTURE OF SERVICE WORK

With the rise of technology, automation, and global business, services industries are evolving. There's strong demand for workers who are adaptable, customer-focused, and digitally confident – especially in business support, online retail, and hospitality innovation.



HAIRDRESSER/BARBER FOUNDATION PROGRAMME L2-3

DISCOVER THE WORLD OF HAIRDRESSING AND BARBERING

Tauranga Hair Design Academy, known as Hair to Train, has been shaping future stylists since 1997. Based in the Bay of Plenty, this boutique training provider offers an exciting, hands-on introduction to the hair industry through Futures Academy.

This practical and engaging programme gives you real insight into both hairdressing and barbering, including a foundation cutting workshop that lets you build confidence with the tools of the trade. Whether you're drawn to styling, cutting, or creative expression, this is the perfect place to begin your journey.

KEY DETAILS	
Course delivery	Terms 1-3, 1 day per week
	In Term 3, choose a Barbering or Hairdressing Pathway
Location	ROT, TPO, TGA, WHK
NCEA level	2-3

FUTURE PATHWAYS

NZ Certificate in Salon Skills (L2), NZ Certificate in Makeup and Skin Care (L3), NZ Certificate in Hairdressing (L3), NZ Certificate in Commercial Barbering (L4)

FUTURE CAREERS

Hairdressing apprenticeship, Barbering apprenticeship, Beauty apprenticeship

	UNIT STD	LEVEL	CREDITS
21935	Maintain order and supplies in a hairdressing or barbering salon environment	2	5
21936	Protect the client for hairdressing services in a salon environment*	2	1
21940	Demonstrate knowledge of workplace requirements for employment in a salon*	2	5
25439	Demonstrate knowledge of sustainability concepts for a salon*	2	2
28026	Present a personal fashion image for work in a hairdressing salon environment*	2	3
28025	Demonstrate knowledge of the client journey in a salon*	2	2
28027	Demonstrate knowledge of undertaking an observation of technical skills in a salon*	2	3
	TOTAL		21



HAIR TO TRAIN

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HAIR, RETAIL AND BEAUTY L2

CRAFTING CONFIDENCE & STYLE

Start your career journey with a comprehensive introduction to hair, beauty, and retail industries. This course combines practical hands-on learning with essential skills in customer service and product knowledge.

You'll gain confidence working with clients, develop core techniques in hair and beauty care, and understand the retail environment — all while building a strong foundation for further study or work in these creative and dynamic fields.

KEY DETAILS

Course delivery	Terms 1-3, 1 day per week
Location	ROT, TGA, WHK
NCEA level	2

FUTURE PATHWAYS

NZ Certificate in Beauty Therapy (L4), NZ Certificate in Hairdressing (Salon Support) (L3), NZ Certificate in Commercial Barbering (L4)

FUTURE CAREERS

Entrepreneur, Beauty Therapist, Hairdresser, Makeup artist, Cosmetic Product Company Representative, Salon Manager, Spa Therapist

	UNIT STD	LEVEL	CREDITS
21941	Prepare hair for hairdressing service under supervision	2	2
25077	Section and comb hair	2	2
28026	Present a personal fashion image for work in a hairdressing salon environment	2	3
27640	Demonstrate knowledge of current fashion trends and history related to beauty therapy	2	3
27641	Describe the relevance of anatomy and physiology knowledge to beauty therapy practice	2	3
28301	Demonstrate knowledge of products and product information in a retail environment	2	5
	TOTAL		18

^{*}Toi Ohomai course details and locations may change. Please contact careers advisers for the most up to date information.



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HAIRDRESSER/BARBER FOUNDATION PROGRAMME CONTINUED

TERM 3: BARBERING

Barbering has made a huge comeback in NZ. New trends in men's hairstyling and grooming have made barbering an important aspect for men's fashion worldwide.

	UNIT STD	LEVEL	CREDITS
19805	Blow dry hair using barbering techniques	2	5
19808	Select and maintain barbering tools and equipment	3	4
10645	Describe the development of barbering	3	4
	TOTAL		13

TERM 3: HAIRDRESSING

Hairdressing allows you to express your creativity, make people feel beautiful and gives you flexible and diverse employment opportunities.

	UNIT STD	LEVEL	CREDITS
33199	Demonstrate knowledge of and apply shampoo and treatments to the hair and scalp	3	6
33218	Demonstrate knowledge of hair trends of the 20th century	2	4
25790	Select maintain and demonstrate safe handling of hairdressing equipment and handheld tools	3	4
	TOTAL		14





HAIR TO TRAIN

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BARBERING L2

TOOLS OF THE TRADE, SKILLS FOR LIFE

Step into the dynamic world of barbering, where creativity meets precision. This course introduces you to the culture of barbering, focusing on practical skills with tools of the trade, and delivering excellent customer service in a retail barbering environment.

While you'll cover essential theory, the majority of your learning will be hands-on, giving you real-world experience and confidence to start your journey in this high-demand, creative industry.

KEY DETAILS

Course delivery Terms 1-3, 1 day per week

Location ROT, TGA, WHK

NCEA level 2

FUTURE PATHWAYS

NZ Certificate in Salon Skills (L2), NZ Certificate in Makeup and Skin Care (L3), NZ Certificate in Hairdressing (L3), NZ Certificate in Commercial Barbering (L4)

FUTURE CAREERS

Hairdressing apprenticeship, Barbering apprenticeship, Beauty apprenticeship

	UNIT STD	LEVEL	CREDITS
19808	Select and maintain barbering tools and equipment	2	4
19805	Blow dry hair using barbering techniques	2	5
2886	Design and shape beards and moustaches	2	7
10645	Describe the development of barbering	2	3
	TOTAL		19

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CAFÉ & CATERING L2

SERVE IT UP: CAFÉ & CATERING SKILLS FOR THE REAL WORLD

Step into the fast-paced world of cafés and hospitality with this hands-on course designed to build practical, industry-ready skills. Students will learn everything from preparing fresh cabinet food like sandwiches, salads, and fruit displays, to mastering knife-handling techniques and maintaining food-safe environments.

The course also offers professional barista training, including espresso and plunger coffee, tea service, and running real pop-up café events throughout the year — giving students the chance to apply their learning in a real customer-facing environment.

Whether you're keen on a career in hospitality or just want to sharpen your kitchen and service skills, this course offers a taste of everything you'll need to thrive in the café and catering industry.

KEY DETAILS

Course delivery	Terms 1–3, 1 day per week
Location	WHK
NCEA level	2

FUTURE PATHWAYS

L3 school courses, L3 Futures Academy courses, L3 Hospitality and Cookery courses at Toi Ohomai, or other tertiary providers

FUTURE CAREERS

Cafes, tourism partners, table service, basic food handling in a commercial setting. There is significant shortage of skilled and/or qualified café workers in the region

	UNIT STD	LEVEL	CREDITS
167	Food Safety	2	4
13280	Fruit & veg	2	2
13281	Sandwiches	2	2
13283	Salads	2	2
13284	Clean food production areas	2	2
13285	Handle and Maintain Knives	2	2
17285	Commercial Espresso Beverages	2	4
17286	Pressed Coffee	2	2
22428	Tea Service	2	2
	TOTAL		28



TRIDENT TRADES TRAINING



MAKEUP & SKIN CARE NZ CERTIFICATE L3

Explore the world of professional makeup and skincare through hands-on experience and real-world skills. You'll learn how to assess skin types, apply a variety of makeup looks—from everyday wear to high-impact event styles—and develop key customer service and retail techniques.

Build your confidence while working with classmates as models, and create a portfolio that showcases your growing expertise. Whether you're interested in fashion, media, or working with people, this course sets you up with a strong foundation in practical, people-facing skills.

KEY DETAILS

Course delivery	Terms 1-3, 2 days per week
Location	ROT, TGA, WHK
NCFA level	3

FUTURE PATHWAYS

NZ Certificate in Beauty Therapy (L4), NZ Certificate in Hairdressing (Salon Support) (L3), NZ Certificate in Commercial Barbering (L4)

FUTURE CAREERS

Entrepreneur, Beauty Therapist, Hairdresser, Makeup artist, Cosmetic Product Company Representative, Salon Manager, Spa Therapist

	UNIT STD	LEVEL	CREDITS
21938	Converse and interact with clients and operators in a salon environment	2	3
28845	Demonstrate safe and professional practice in the salon environment	3	3
28843	Demonstrate knowledge of personal health and hygiene, and self-styling, for working in a salon	3	2
27644	Demonstrate knowledge of makeup and design theory	3	4
28946	Demonstrate knowledge of tools, equipment and safe operating procedures used in makeup and skin care services	3	4
27645	Demonstrate knowledge of the structure and functions of the face, and of facial skin types and conditions	3	6
27646	Perform skin care services for the face in preparation for makeup application	3	10
27647	Perform makeup services	3	10
14139	Demonstrate knowledge of, select, and recommend cosmetics and toiletries	3	8
27648	Demonstrate knowledge of promotional activities within a makeup and skin care workplace	3	7
	TOTAL		57

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NZ CERTIFICATE IN COOKERY L3

DEVELOP SKILLS AS A JUNIOR CHEF!

This practical Level 3 course focuses on cookery and culinary arts, where you'll prepare and present a range of hot, cold, savoury, and sweet dishes in fully equipped commercial kitchens. Gain hands-on experience by working in real student cafés and restaurants on campus, developing the technical skills and confidence needed for a career in the hospitality industry.

Designed to prepare you for junior chef positions, this course equips you with essential knowledge and practices to produce quality dishes while meeting professional standards. Graduates receive a nationally recognised qualification that supports employment and further study opportunities across the culinary and hospitality sectors.

KEY DETAILS

Course delivery	Terms 1-3, 2 days per week
Location	ROT, TGA
NCEA level	3

FUTURE PATHWAYS

NZ Certificate in Cookery (L5), NZ Certificate in Baking (L5), NZ Certificate in Food and Beverage Service (L4), NZ Diploma in Hospitality Management

FUTURE CAREERS

Chef, Baker, Barista, Barman, Caterer, Waiter/ Waitress

	UNIT STD	LEVEL	CREDITS
13314	Prepare and cook egg dishes in a commercial kitchen	3	4
27955	Apply food safety practices in a food-related business	3	5
13293	Prepare and cook basic vegetable dishes in a commercial kitchen	3	6
27929	Apply standard operating procedures and the code of conduct to a work role in a service delivery workplace	3	5
13316	Prepare and cook basic pasta dishes in a commercial kitchen	3	3
13315	Prepare, cook and present rice and farinaceous dishes in a commercial kitchen	3	6
27927	Apply health, safety and security practices to a work role in a service delivery workplace	3	5
13322	Prepare and cook basic pastry dishes in a commercial kitchen	3	4
13310	Prepare and produce hot and cold dessert items in a commercial kitchen	3	5
27928	Interact with other staff and managers, and customers to provide service delivery outcomes	3	5
13288	Prepare and cook basic meat dishes in a commercial kitchen	3	8
13304	Prepare and cook basic fish dishes in a commercial kitchen	3	4
	TOTAL		60

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NZ CERTIFICATE IN FOOD AND BEVERAGE L3

LOADS OF HANDS-ON EXPERIENCE PRACTICING YOUR SKILLS

This practical course gives students handson experience in hospitality, café service, and barista skills, preparing them for real-world roles in the food and beverage industry. Students will learn how to operate equipment safely and efficiently, follow quality systems, and deliver great customer service in café-style settings. Students enrolled in the 2-day-a-week option will complete the full New Zealand Certificate in Food or Beverage Processing (Level 2) – NZ2104,

level roles in food and beverage production.

A **1-day-a-week option is also available**, which provides a strong introduction to the industry and contributes toward the certificate.

a nationally recognised qualification for entry-

KEY DETAILS

Course delivery	Terms 1-3, 2 days per week
Location	ROT, TGA
NCEA level	3

FUTURE PATHWAYS

NZ Certificate in Cookery (L5), NZ Certificate in Baking (L5), NZ Certificate in Food and Beverage Service (L4), NZ Diploma in Hospitality Management

FUTURE CAREERS

Chef, Baker, Barista, Barman, Caterer, Waiter/ Waitress, Guest Relations, Event Planner, Restaurant/Cafe Manager

	UNIT STD	LEVEL	CREDITS
21853	Provide hospitality sales and service opportunities to customers.	3	5
27927	Apply health, safety and security practices to a work role in a service delivery workplace.	3	5
27928	Interact with other staff and managers, and customers to provide service delivery outcomes.	3	5
27929	Apply standard operating procedures and the code of conduct to a work role in a service delivery workplace	3	5
27955	Apply food safety practices in a food related establishment.	3	5
*27940	Provide café table service in a hospitality establishment	3	5
*17288	Prepare and present espresso beverages for service	3	5
*17284	Demonstrate knowledge of coffee origin and production	3	3
*14441	Provide café counter service in a hospitality establishment	3	5
*9681**	Contribute within a team or group which has an objective **1 day course only	3	3
	TOTAL 2 day course		43

^{* 1} day course option Unit Standards offered. Total 21 credits.

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HOSPITALITY L2

PRACTICAL SKILLS FOR A CAREER IN HOSPO

This Level 2 hospitality course offers you the chance to develop key skills needed to succeed in the fast-paced hospitality industry. Learn how to craft the perfect flat white while discovering the journey of coffee from bean to cup. Gain essential knowledge in food preparation, including baking, making sandwiches, and preparing salads.

Alongside practical cooking and coffee-making skills, you will develop important customer service techniques and teamwork abilities by serving guests at real campus events.

KEY DETAILS

Course delivery Terms 1–3, 1 day per week

Location ROT, TGA

NCEA level 2

FUTURE PATHWAYS

Hospitality, Café Service & Barista (L3)

FUTURE CAREERS

Chef, Baker, Barista, Barman, Caterer, Waiter/ Waitress, Guest Relations, Event Planner, Restaurant/Cafe Manager

	UNIT STD	LEVEL	CREDITS
62	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
9677	Communicate in a team which has an objective	2	3
57	Provide customer service	2	2
17285	Demonstrate knowledge of commercial espresso coffee equipment and prepare espresso beverages under supervision	2	4
13272	Cook food items by baking	2	2
13281	Prepare and present basic sandwiches for service	2	2
13283	Prepare and present salads for service	2	2
21059	Demonstrate knowledge of knife care, use, storage, and carrying, for the hospitality industry	2	2
	TOTAL		20

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SPORT, EXERCISE & COACHING L2-3

TRAIN, COACH, LEAD,

This course provides a strong introduction to the key principles of sport, exercise, and physical fitness. Students will learn about how the body moves and responds to exercise, including basic anatomy, physiology, and the importance of safe training and stretching techniques. Practical skills will be developed to help students apply these principles in real-life fitness and sporting environments.

Alongside this, the course explores the role of a coach — teaching students how to support beginner athletes, lead skill development sessions, and work effectively with rangatahi in a positive and encouraging way.

With a combination of theory and handson learning, this course helps students build confidence and understanding in sport and fitness, preparing them for further study or entry-level roles in health, fitness, or youth development.

KEY DETAILS

Course delivery	Terms 1-3, 1 day per week
Location	WHK
NCEA level	2-3

FUTURE PATHWAYS

Certificate of Tākaro, Sport and Exercise L4 Te Whare Wananga o Aotearoa, Cert 4 Fitness -Toi-ohomai

FUTURE CAREERS

Fitness instructor/personal trainer, strength and conditioning coach, sports coach, sports development officer, rehabilitation specialist, physiotherapist, physical education teacher

	UNIT STD	LEVEL	CREDITS
91330	Perform a physical activity in an applied setting	2	4
91334	Consistently demonstrate social responsibility through applying a social responsibility model in physical activity	2	3
30932	Demonstrate knowledge of pre- designed exercise programmes, exercise principles, components and adherence	3	10
30933	Demonstrate exercise and stretching techniques	3	5
31675	Demonstrate knowledge of the role and responsibilities of a coach, and of coaching beginner-level sport participants	3	7
31677	Coach beginner-level participants through skill development activities for a selected sport	3	4
30447	Demonstrate basic knowledge of anatomical structures and physiological responses to exercise	3	5
	TOTAL		38



TRIDENT TRADES TRAINING



TOURISM, TRAVEL & EVENTS L3

CREATING UNFORGETTABLE EXPERIENCES

Are you ready for a career full of excitement and opportunity in a fast-growing industry? Tourism needs enthusiastic people with the right skills to help visitors enjoy unique and memorable experiences while supporting regional growth.

Whether it's guiding guests on thrilling adventures or sharing the stories of our culture, this course gives you insight into both the national and international tourism industries. With industry visits, field trips, and plenty of hands-on learning, you'll develop the practical skills and knowledge to thrive in this dynamic field.

KEY DETAILS

Course delivery Terms 1–3, 1 day per week

Location TGA, ROT

NCEA level 3

FUTURE PATHWAYS

NZ Diploma in Tourism and Travel, NZ Diploma in Hospitality Management

FUTURE CAREERS

Guest Relations, Event Planner, Restaurant/Cafe

	UNIT STD	LEVEL	CREDITS
18228	Demonstrate knowledge of specific New Zealand regions as tourist destinations	3	8
4251	Plan a career pathway	3	3
31071	Identify and explain the cultural significance of natural and man-made attractions in tourism Māori	3	6
18226	Apply cross-cultural communication for the tourism industry	3	3
	TOTAL		20

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TURN YOUR IMAGINATION INTO A CAREER

WHAT IS THE CREATIVE INDUSTRIES PATHWAY?

This pathway covers careers where creativity, communication, and design take the lead. It blends art and technology, innovation and culture, and expression with strategy.

THIS PATHWAY INCLUDES SECTORS LIKE:

- · Graphic Design & Visual Arts
- · Film, TV, Photography & Animation
- · Music, Performing Arts & Theatre
- · Fashion & Textile Design
- · Digital Media, Web & Game Design
- · Marketing, Advertising & Communications

IS THIS THE PATHWAY FOR YOU?

- Do I enjoy creating, designing, or performing?
- Am I a good communicator or storyteller?
- Do I enjoy working on projects and thinking outside the box?
- Do I want to inspire, inform, or entertain others?
- Am I curious about how media, design, or tech work together?

If you're passionate about expressing ideas and making an impact, the Creative Industries pathway could be your stage, your canvas, or your code.

WHAT JOBS COULD I DO?



Entry-Level Jobs

Junior Graphic Designer, Social Media Assistant, Retail Visual Merchandiser, Music or Art Studio Assistant, Junior Copywriter or Content Creator

With Training or Experience,

Web or App Designer, Videographer or Animator, Event or Stage Technician, Photographer or Audio Engineer, Fashion Assistant or Stylist,

Specialist/Professional Roles

Creative Director, Film or TV Producer, UX Designer, Marketing Strategist, Communications Manager

WHAT CAN I EARN?

- Entry-level creatives may start at \$48,000 \$55,000/year.
- With experience and a portfolio, mid-level roles can earn \$65,000 \$90,000.
- Senior creatives and specialists may earn \$100,000+, particularly in media, UX, and digital marketing roles.

Many creative careers also offer freelance or self-employment options.

WHY THIS PATHWAY MATTERS

Creative industries shape how we see the world – from movies and websites to branding and fashion. They solve problems, move people, and drive culture and innovation.

In a digital world, creativity is a career superpower – and New Zealand's creative economy is growing fast.



MĀORI TOURISM | TE ARA TĀPOIL3

WHERE CULTURE MEETS TOURISM

This course will create future pathways for mokopuna to build Māori tourism capability within Tūwharetoa while maintaining the mana motuhake of hapū, iwi, and the protection of the taiao. With a focus on culture, language, and values, learners develop the skills to share meaningful stories and deliver authentic, engaging visitor experiences.

At the heart of the course is empowering Tūwharetoa rangatahi (students) to tell their own stories—strengthening identity while building skills for a future in tourism.

Graduates will be well-equipped to take on roles as cultural storytellers and guides, contributing to a more authentic and connected Aotearoa tourism industry.

Please note: This course is delivered in Te Reo Māori, and the kura/training partner follows the Maramataka Māori. The course will begin in Wāhanga 3, Term 1 2026 and run through to Wāhanga 2, Term 4 2027.

KEY DETAILS

Course delivery	Wāhanga 3 2026 to Wāhanga 2 2027, 1 week per term
Location	Te Kura o Hirangi
NCEA level	3

FUTURE PATHWAYS

NZ Diploma in Tourism and Travel (L5), Certificate in Tour Guiding (L4)

FUTURE CAREERS

Māori Tourism Tour Guide, Māori Tourism Operator, Hospitality, Māori Performing Arts, Story Telling

	UNIT STD	LEVEL	CREDITS
17385	Compare and contrast cultural practices in tourism and the impact of tourism on Māori	3	5
17391	Demonstrate knowledge of key forms of Māori communication, and the significance of Māori identity in tourism Māori	3	5
17578	Explain the value and benefits of whānau in tourism Māori	3	4
17784	Discuss, examine and recite appropriate karakia in tourism Māori	3	5
17786	Explain tikanga in tourism Māori	3	5
31070	Explain the importance of Māori place names, and use reo Māori greetings and farewells in tourism	3	4
40123	Perform as a storyteller for visitors (2026)	3	5
	TOTAL		33





TE KURA O HIRANGI

Dorothy Dempsey 027 277 8307



LEADERSHIP SKILLS IN SPORT & OUTDOOR RECREATION L3

PASSIONATE ABOUT HELPING OTHERS?

If you're passionate about helping others thrive through movement, teamwork, and the outdoors, this course is the perfect launchpad. Through a range of sport and outdoor recreation activities like kayaking, rafting, rock climbing and coaching, you'll build leadership skills, confidence, and the ability to support others' wellbeing.

This hands-on course is designed for students interested in careers in the sport, fitness, and tourism industries — some of Aotearoa's fastest-growing sectors. You'll develop personal and social capability while gaining real-world experience that supports future study or employment in coaching, outdoor education, or active recreation.

KEY DETAILS

Course delivery	Terms 1-3, 1 day per week
Location	ROT
NCEA level	3

FUTURE PATHWAYS

Cert4Fitness (L4), NZ Certificate in Outdoor Education (L4) Therapeutic and Sports Massage (L5), NZ Diploma in Sport, Recreation and Exercise (L5), a pathway to a Bachelor Degree

FUTURE CAREERS

Exercise Consultant, Community Exercise Instructor, Personal Trainer, Outdoor Education Instructor, Event Supervisor, Health Educator, Recreation Programme Coordinator, Sport Development Officer, Sport Coordinator, Sport Coach, Applied Sports Scientist

	UNIT STD	LEVEL	CREDITS
29849	Demonstrate knowledge of professional practice in a recreation workplace	3	5
21414	Plan and run a recreation activity	3	4
30935	Develop and implement an exercise plan for personal physical fitness	3	5
9681	Contribute within a team or group which has an objective	3	3
30933	Demonstrate exercise and stretching techniques	3	5
	TOTAL		22

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