

School of Management

TOUR 108 TOURISM IN NEW ZEALAND

Trimester 2, 2014

COURSE OUTLINE

Course Coordinators

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Trimester Dates

Teaching Period: Monday 14th July – Friday 17th October

Study Period: Monday 20th October – Thursday 23rd October

Examination Period: Friday 24th October – Saturday 15th November (inclusive)

Withdrawal from Course

1. Your fees will be refunded if you withdraw from this course on or before Friday 25th July 2014.
2. The standard last date for withdrawal from this course is Friday 26th September. After this date, students forced to withdraw by circumstances beyond their control must apply for permission on an 'Application for Associate Dean's Permission to Withdraw Late' including supporting documentation. The application form is available from either of the Faculty's Student Customer Service Desks.

Class Times and Room Numbers

The paper consists of both lectures and tutorials. You will have two lectures a week for a period of 12 weeks. These lectures will be supported by a total of ten tutorials.

Lectures	Time	Lecture Theatre
Tuesday	15.10-16.00	HULT323
Thursday	15.10-16.00	HULT323

Attendance at all lectures is strongly recommended. All important announcements concerning any alterations to the lecture programme and tutorials will be made in the lectures, and readings as well as tutorial handouts will be distributed there. Where lecture notes are posted on Blackboard, these notes are incomplete and require students to attend the lecture or do the suggested reading to 'fill in the gaps'. Note that the guest speakers may choose not to make their notes available. Regardless of the availability of guest speakers' notes the content of these lectures will be important for your learning about Tourism in New Zealand and may be relevant for the final exam.

TUTORIAL TIMETABLE

Tutorial No	Tutorial Time	Days	Room
1	16.10-17.00pm	Monday	KK202A
2	16.10-17.00pm	Monday	MY303
3	13.10-14.00am	Tuesday	MY631
4	09.00-09.50am	Wednesday	OK524
5	09.00-09.50pm	Wednesday	VZ103
6	12.00-12.50pm	Wednesday	OK524
7	TBC	TBC	TBC
8	TBC	TBC	TBC

Signup for the tutorials will be via s-cubed between Tuesday 15 July, 6pm, and Thursday 17 July, 12noon. More detail will be provided in the first lecture on Tuesday 15 July.

Bachelor of Tourism Management (BTM) Learning Goals and Objectives

Learning Goal #1: Our graduates will possess and apply specific knowledge of tourism management as well as a range of transferable skills

Learning Objectives. Graduates will be able to:

- (a) demonstrate a systematic understanding of theoretical and applied aspects of tourism management
- (b) display an appreciation for concepts and methods that inform the management of tourism organizations, businesses, and resources
- (c) demonstrate a breadth of tourism management expertise: managing tourism businesses, visitors, and impacts
- (d) acquire skills and knowledge that provide a solid platform for graduate study

Learning Goal #2: Our graduates will demonstrate application of critical and creative thinking skills to practical and theoretical tourism management problems

Learning Objectives. Graduates will be able to:

- (a) assess, appraise, and synthesise a range of tourism management issues, plans, and concepts
- (b) identify, access, and evaluate a range of information and data sources
- (c) undertake and apply research in tourism management
- (d) analyse, evaluate, and interpret tourism data (on businesses, destinations, and industry sectors)
- (e) use innovative thinking and creative skills in the context of the tourism business environment and tourism research

Learning Goal #3: Our graduates will be effective and confident communicators

Learning Objectives. Graduates will be able to:

- (a) present original ideas and material effectively using a range of media
- (b) apply advanced written communication skills
- (c) prepare and deliver polished and professional oral presentations
- (d) communicate effectively with peers when undertaking group projects

Learning Goal #4: By meeting the above learning goals, our graduates will display leadership and be able to assume positions of responsibility

Learning Objectives. Graduates will be able to:

- (a) engage in effective individual and group decision making
- (b) develop an understanding of tourism leadership qualities and issues
- (c) acquire an appreciation for good leadership in the workplace through the practicum

COURSE CONTENT

Tourism is one of the major economic forces in New Zealand. In 2012/13, it contributed NZ\$23.9 billion to the country's economy. The indirect value added of industries supporting tourism generated an additional NZ\$9.8 billion. In addition, tourism provides a significant source of employment, as one in every ten New Zealand employees is directly or indirectly involved in tourism. Yet, tourism does not only have economic impacts on New Zealand but is also culturally, socially and environmentally significant. Starting with a brief overview of its evolution, a stakeholder approach is then employed to illustrate characteristics and complexities of tourism in New Zealand. This content is supported by prominent tourism concepts and models which were introduced in TOUR 101. To further the systematic understanding of tourism in New Zealand, frameworks assessing external factors affecting tourism development examined in TOUR 104 are also applied and explored in a New Zealand context. Students who have not completed either of these introductory tourism management courses should not find it challenging to familiarise themselves with these concepts if they do the suggested readings.

DELIVERY

The course content of TOUR108 Tourism in New Zealand is delivered using various teaching techniques. The *lectures* are organised in blocks; each block examines one tourism stakeholder group. *Guest lectures* by representatives of these stakeholder groups provide further insights into practical and applied issues. The *tutorials* reinforce the course content by using *case studies* and examples; they also foster students' engagement with the course content by providing a *forum for relevant discussions*. The *fieldtrip* under the theme "Tourism in Wellington" visits important tourism sites and 'products' attractions in Wellington. Talks by the managers of a selected hotel or attraction will illuminate current issues of tourism in Wellington. It is hoped that the application of various teaching approaches assists in catering to different learning styles so as to enable all students to engage meaningfully with the course content.

FIELDTRIP

To enhance students' understanding of New Zealand tourism, the course will be supported by a half-day field trip under the theme of "**Tourism in Wellington**". Participation in the fieldtrip is an important part of the course and as such it is compulsory for all students. Detailed information on the fieldtrip will be provided during the first weeks of the course.

COURSE CONTENT TOUR 108

Week	Date	Lectures (15.10-16.00 HULT323)	Tutorial (group allocation)
1	15 July	Welcome to TOUR108: Tourism in New Zealand	No tutorial
	17 July	Introduction to tourism in New Zealand: Tourism in New Zealand, then and now	
2	22 July	The bigger Picture: Key challenges for NZ tourism	Exploring the 'stakeholder' framework in tourism
	24 July	Introducing the Stakeholder Framework: An Overview of NZ tourism stakeholders	
3	29 July	Stakeholder: Tourists: International tourists: markets, motivations and trends	Workshop: working with national tourism datasets (check BB to identify your allocated computer room)
	31 July	New Zealanders as tourists and a case study of NZ's target tourist market	
4	5 Aug	Stakeholder: Private Sector Private Sector – the NZ tourism industry	Fieldtrip: Bridging Theory and Practice "Tourism in Wellington"
	7 Aug	Fieldtrip: Bridging Theory and Practice "Tourism in Wellington"	
5	12 Aug	'Breaking down' the Tourism Industry into sectors, supported by a case -study	Discussion: Tourism and the media
	14 Aug	Guest Lecture: Introducing Maori Tourism	
6	19 Aug	Special Experiential Session: Maori tourism and Tikanga Maori	Workshop: developing a self-guided walk
	21 Aug	Stakeholder: Employers and employees Perspectives from within the New Zealand tourism industry	

Mid-trimester break			
7	9 Sept	Stakeholder: Community/ destination perspectives Core and peripheral destinations	Assessment 2: Presentations of self-guided walk proposals
	11 Sept	New Zealand communities and tourism	
8	16 Sept	Guest lecture: Michael Grace, Positively Wellington Tourism	Assessment 2: Presentations of self-guided walk proposals (continued)
	18 Sept	Stakeholder: Public Sector The role of the public sector and key institutions	
9	23 Sept	Public sector tourism initiatives and strategies	Group Exercise: Community and private sector interests – who manages Freedom Camping?
	25 Sept	Guest lecture: Department of Conservation	
10	30 Sept.	Stakeholder: Third sector The third sector in New Zealand tourism	Group Exercise: Debating conflicting interests in tourism management
	2 Oct.	Guest lecture: Amy Hobbs, Heritage New Zealand	
11	7 Oct	Stakeholder case study: Tourism development on Stewart Island	No tutorial
	9 Oct		
12	14 Oct	Case study: Mt Cook village	Assignment feedback
	16 Oct	Course review and exam preparation	

Group Work

This course contains group work in the form of a tutorial exercise. The assessment for this project is a group assessment.

Expected Workload

Students can expect the workload to be approximately 13 hours per week, including both scheduled contact time (lectures, tutorials) and tasks outside of class. TOUR108 is a 20 point course.

Prescription

A systematic examination of domestic and international tourism in New Zealand. Stakeholder perspectives of host communities, tourists, public, private and third sector actors are employed to explore the dimensions of one of the country's largest export earning industries.

COURSE OBJECTIVES

It is the aim of TOUR108 Tourism in New Zealand:

- > to apply and examine tourism models and frameworks in the New Zealand context.
- > to systematically examine tourism in New Zealand by presenting the roles and interests of different stakeholders groups.
- > to illustrate and examine tourism and its development in New Zealand with the support of case studies, industry guest lecturers and a field trip.
- > to recognise and assess the importance of tourism to New Zealand's national and regional economies.

COURSE-RELATED STUDENT LEARNING OBJECTIVES AND SKILLS

This course is designed to assist students in developing a number of professional and personal skills. On successful completion of the course the students will be able to:

1. identify and categorise the component parts and stakeholders in New Zealand tourism
2. determine and critically assess the factors shaping tourism in New Zealand
3. analyse and interpret tourism data from national datasets
4. appreciate the diverse role of Maori culture and people in New Zealand tourism
5. command relevant essay writing, communication, and time-management skills

Items 2, 3, and 5 will be assessed by the report (Assignment 1), while Assignment 3 (essay) will foster and assess items 1, 2, 4 and 5. The tutorial presentation (Assignment 2) will assess skills 1 and 5 and the final examination will assess items 1, 2, 4, and 5. Furthermore, the tutorial programme seeks to foster all five of the skills listed above.

Readings

As in most other tourism courses, there is no prescribed textbook for this course. However, the following books, journal articles and other sources are recommended as readings for TOUR108 Tourism in New Zealand. They will be useful in the preparation and writing of the essay and the report, as well as for exam preparation. Additionally, selected readings that support specific lecture content will be distributed or advised during the lectures.

Books *(other editions of textbooks listed below are often also available and useful)*

Collier, A. (2011). *Principles of Tourism: A New Zealand Perspective* 8th edition. Auckland: Pearson Education

Collier, A., & Harraway, S. (2001). *The New Zealand Tourism Industry* 5th edition. Auckland: Pearson Education.

Cooper, C., Fletcher, J., Fyall, A., Gilbert, D. & Wanhill, S. (2005). *Tourism: Principles and Practice* 3rd edition. Harlow: Pearson Education. (2nd edition similar and also useful)

Hall, C.M. (1997). *Tourism in the Pacific Rim*. Longman: Melbourne.

Hall, C.M., & Kearsley, G. (2001). *Tourism in New Zealand: An introduction*. Oxford University Press: Melbourne.

Hall, C. M., Jenkins, J. M., & Kearsley, G. (1997). *Tourism Planning and Policy in Australia and New Zealand: Cases, Issues and Practice*. Sydney: Mc Graw Hill Australia.

McClure, M. (2004). *The Wonder Country Making New Zealand Tourism*. Auckland: Auckland University Press.

Page, S.J., & J. Connell (2006). *Tourism: a Modern Synthesis* 2nd edition. London: Thompson Learning. (1st edition also useful)

Page, S., & Thorn, K. (1998). *Sustainable Tourism Development and Planning in New Zealand: Local Government Responses*. In C. M. Hall & A. A. Lew (Eds.), *Sustainable Tourism: A Geographical Perspective* (pp. 173-184). Harlow: Longman.

Pearce, D. G. (1995). *Tourist Organisations*. Longman: Harlow

Weaver, D., & L. Lawton (2014). *Tourism Management* 5th edition. Brisbane: Wiley. (Previous editions are similar and also useful)

Journal Articles

Albrecht, J. N. (2007). *Selling out a culture? Maori tourism in Aotearoa/ New Zealand*. *Pacific News*, 27 (Januar/ Februar 2007), 22-25.

Ateljevic, I. & Doorne, S. (2000). *Local government and tourism development: Issues and constraints of public sector entrepreneurship*, *New Zealand Geographer*, 56 (2), 25-31.

Cloher, D. & Johnston, C. (1999). *Maori sustainability concepts applied to tourism: a North Hokianga study*, *New Zealand Geographer*, 55 (1), 46-52.

Espiner, S. & Simmons, D. (1998). A national park revisited: assessing change in recreational use of Arthur's Pass National Park, *New Zealand Geographer*, 54 (1), 37-45.

Horn, C., & Simmons, D. (2002). Community Adaptation to Tourism: Comparisons between Rotorua and Kaikoura, New Zealand. *Tourism Management*, 23, 133-143.

McIntosh, A. J. (2004). Tourists' Appreciation of Maori Culture in New Zealand. *Tourism Management*, 25, 1-15.

Morgan, N. J., Pritchard, A., & Piggott, R. (2003). Destination Branding and the Role of Stakeholders: The Case of New Zealand. *Journal of Vacation Marketing*, 9(3), 285-299.

Orams, M. (2000). Tourists getting close to whales, is it what whale watching is all about? *Tourism Management*, 21, 561-569.

Orchiston, C. (2009). Natural Hazard Monitoring in New Zealand: Implications for Tourist Safety. *Pacific News*, 31, 11-14.

Page, S. J., & Thorn, K. J. (1997). Towards Sustainable Tourism Planning in New Zealand: Public Sector Planning Responses. *Journal of Sustainable Tourism*, 5(1), 59-77.

Pearce, D. G. (2007). Capital city tourism: perspectives from Wellington, *Journal of Travel & Tourism Marketing*, 22 (3/4), 7 – 20.

Pearce, D.G., Tan, R., & Schott, C. (2007). Distribution channels in international markets: a comparative analysis of the distribution of New Zealand tourism in Australia, Great Britain and the USA. *Current Issues in Tourism*, 10 (1), 33-60.

Schott, C. (2007). Selling Adventure Tourism: A Distribution Channels Perspective. *International Journal of Tourism Research*, 9 (4), 257-274.

Stuart, P., Pearce, D., & Weaver, A. (2005). Tourism Distribution Channels in Peripheral Regions: The Case of Southland, New Zealand. *Tourism Geographies*, 7(3), 235-256.

Additionally students are strongly advised to read newspapers and watch the news to be informed about current events and news stories regarding tourism in New Zealand.

Assessment

Assignment	Title	Weight	Due Date
1	Report	20%	Tuesday 12 August, 12noon
2	Group presentation	10%	Tutorials week 7 (week starting 8 September), visual material accompanying the presentations must be submitted in week 7; the presentation may take place in week 8.
3	Essay	20%	Tuesday 30 September, 12noon
4	Final Examination	50%	Date and Time to be advised
	TOTAL	100%	

Assessment 1.

Data analysis report (20%)

Compare and contrast the evolution of the inbound markets from China and either Korea or Japan to New Zealand over the last 15 years. Support this discussion with tourism data and illustrations, and discuss the reasons for the observed similarities and differences between the two inbound markets.

More detail about this assessment and the exact focus of the data analysis report will be provided in Week 2.

Limit: 2000 words.

Due by: Tuesday 12 August, 12noon

Assessment 2.

Presentation Self-guided walk in Wellington (tutorial exercise) (10%)

Design a self-guided tourist walk that showcases one theme of Wellington's tourism product. Prepare a PowerPoint or Prezzi presentation (10-12 minutes) that introduces the walk as a new tourism product to Positively Wellington Tourism (PWT, the Wellington RTO). Explain the choice of your theme and identify your target market during your presentation. This is a group assessment and groups will be allocated during the tutorials. More information about this task will be provided in the first weeks of the course.

Due by: Tutorials week 7 (week starting 8 September), visual material (in other words the PPT or Prezzi presentation and any pictures and/or maps) accompanying the presentations must be submitted in week 7; the presentation may take place in week 8.

Assessment 3.

Essay (20%)

Choose one of the following topics:

Topic 1: Identify the strengths and weaknesses of Wellington as a tourist destination. Justify your assessment using a wide range of academic and non-academic sources.

Topic 2: Taking into account tourism management challenges faced by peripheral destinations, debate whether tourism is a suitable industry for peripheral places in New Zealand.

Limit: 2000 words.

Due by: Tuesday 30 September, 12noon

Examination (50%)

This course has a three hour final examination. The final examination for this course will be scheduled during the period Friday 24 October – Saturday 15 November (inclusive). Students who enrol in courses with examinations are obliged to attend an examination at the University at any time during the formal examination period.

From Trimester 1, 2014, a revised Assessment Handbook will apply to all VUW courses: see <http://www.victoria.ac.nz/documents/policy/staff-policy/assessment-handbook.pdf>.

In particular, there will be a new grade scheme, in which the A+ range will be 90-100% and 50-54% will be a C-.

ASSESSMENT CRITERIA AND ASSIGNMENT SUBMISSION

In order to make TOUR108 assignment expectations (which are developed with the intention of preparing you for the more rigorous criteria of a 200 level course and ultimately the real world!) transparent to you please read the following advice on assessment criteria carefully:

All written assignments have to stay **within 10% of the indicated word length** (only the reference list is excluded from this word count), be **fully referenced** as well as **formatted in line with the Guide for Tourism Management Courses**, and include – where appropriate – illustrations or data tables. Evidence of

wide reading and the ability to develop, structure and present material, ideas and arguments clearly and effectively will have a bearing on the mark assigned to the work. Equally, presentation, formatting and referencing of your assignments will also have a bearing on the mark.

You are expected to prepare **two copies** of each assessment, of which you need to submit one copy to the appropriate assignment box on level 2 of the Murphy building and keep the other copy for your reference; you also need to keep an electronic copy of your work. Please be aware that we cannot accept work submitted by email or fax. For detailed guidance on referencing, essay format and other useful information please consult the Guide for Tourism Management Courses 2014. You may also find it helpful to revisit the advice on preparing assignments in the TOUR101 Course Outline.

Referencing of Assessments

There are many different styles of referencing. For tourism management courses, please refer to the 2014 version of the Guide to Tourism Management Courses. A copy of this guide will be placed on blackboard.

Penalties for Lateness & Excessive Length of Assignments

(i) In fairness to other students, work submitted after any deadline will incur a penalty for lateness. The tourism management group has implemented a standardised late penalty for all tourism management courses. Students who submit late assignments will be penalised at a rate of **5% per day** (for example a one day penalty will result in a B+ being adjusted to a B). **Saturdays, Sundays and public holidays will be included** when counting the number of days late. Assignments received more than 7 days after the due date will not be accepted without prior arrangement with the course coordinator and the student will automatically fail the Mandatory Course Requirements.

(ii) Course outlines provide a signal to students of forthcoming workload, dates of submission etc., and thus student study plans should take account of course requirements across all courses. Consequently, workload issues related to other courses and employment will not be accepted as reason for dispensation from mandatory requirements or waiver of penalties. Extensions to submission deadlines for any assigned work will only be granted in exceptional circumstances.

(iii) Students who are unable to comply with any of the mandatory requirements should make a written application for an extension to the due date for submission of assigned work or for waiver of a penalty in advance, to the tutorial assistant, providing documentary evidence of the reasons of their circumstances.

All such applications must be made before the deadline and be accompanied by documentary evidence, e.g. a medical certificate, or counsellor's report clearly stating the degree of impairment, and the dates the illness or event prevented you from undertaking your academic studies. This can be applied retrospectively.

(iv) In the event of unusual or unforeseeable circumstances (e.g. serious illness, family bereavement or other exceptional events) that precludes an application in advance, students should make contact with the tutorial assistant as soon as possible, and make application for waiver of a penalty as soon as practicable.

(v) Word limits should be adhered to, especially so when they provide a guide to limiting the student's coverage of a topic. The **penalty will be 10%** of the grade for an assignment which is **10% over the word limit** (only the reference list is excluded from this word count).

Please submit late assignments to the School of Management Reception (Rutherford House, Room 1022, telephone: 463 5720). Office hours are from 9am to 5pm.

TUTORIALS AND TUTORIAL SIGNUP USING S-CUBED

Tutorials are a key part of the learning process and active participation in them is expected – the more you put in, the more you will get out of this course. Attendance of at least eight tutorials is also required to complete the mandatory course requirements. You must always attend your allocated tutorial session; if you attend a different session, your attendance will not be recorded. Exemption from tutorials will only be

accepted with a medical certificate or in exceptional circumstances. Tutorials start in the second week of the course (week commencing 21 July 2014).

Tutorial sign up will be via an online sign-up system called s-cubed (<https://signups.vuw.ac.nz>).

Requirements to use this software:

- You must be enrolled in the course; and
- You will need your SCS username and password.

Instructions:

Go to the signup website at: <https://signups.victoria.ac.nz> and enter your SCS username and password to log into the system.

The “Signup Home” page opens. It displays all courses you are enrolled for and that use the new signup system. Click on TOUR 108. The TOUR 108 course page opens. It will show the course contact, brief detail of the signup requirements including last date to enrol, and the schedule of tutorials. A “key” is provided at the bottom of the page that explains all buttons and what they do.

The schedule of tutorials includes the day/ time, location, maximum group size, and spaces left in the tutorial session. If there are spaces left in a particular session, you will see the “ENROL” button next to it. You can click this button to enrol yourself into that tutorial session.

If there are NO more spaces left in a particular session, find another. You can waitlist in your desired tutorial if the waitlist spaces have not been filled. If this is the case you will see the “JOIN WAITLIST” button. You can click this button to join the waitlist for your desired tutorial session. You will be removed from any other waitlist you may have joined earlier. If somebody withdraws from this session, you will automatically be moved up the waitlist or enrolled into the session. An email will be sent to you if you are enrolled into the session from a waitlist.

You can only “JOIN WAITLIST” if you have already enrolled in one of the other available sessions. In other words, “ENROL” in one session and then you can choose to join the waitlist for one (1) other preferred session. The WAITLIST is only active while the tutorial sign up process for your course is active. In other words, once the signup process has been closed for your course the WAITLIST is AUTOMATICALLY CANCELLED. It does not roll over into the start of the tutorials. You can only join one waitlist.

You can choose to “WITHDRAW” from a session you are already enrolled in as long as you are NOT ON a waitlist. You can also choose to “CANCEL WAITLIST” to remove yourself from a particular waitlist.

A “FULL” button indicates all seats and waitlists are full for that tutorial session. You must choose another. More details on the various buttons are available in the “Key” section at the bottom of the signup page.

You will be able to login and signup (or change your signup) any time between Tuesday 15 July, 6pm, and Thursday 17 July, 12noon.

You can view/ confirm details of the sessions that you are enrolled and waitlisted for by clicking on “My Signups” on the left hand menu. Click on “Support” on the left hand menu if you are having problems.

Confirmation of your tutorial group will be posted on Blackboard on Friday 18 July by 12noon.

If you miss the Thursday 17 July tutorial enrolment deadline you will need to contact the Tutorial Assistant (sandra.goh@vuw.ac.nz). Your email should state why you were not able to sign up on time using the online system, along with other relevant documentation such as a medical certificate etc. You should detail all the tutorial times you can make and you will then be allocated a tutorial slot based on remaining availability.

Examinations

Students who enrol in courses with examinations are obliged to attend an examination at the University at any time during the formal examination period. The final examination for this course will be scheduled at some time during the following period:

Friday 14 October – Saturday 15 November (inclusive)

Mandatory Course Requirements

In addition to obtaining an overall course mark of 50 or better, students must ...

1. Attend at least eight of the ten scheduled tutorial sessions,
2. **attend the TOUR108 fieldtrip,**
3. submit all assignments within 7 days of the due date, and
4. obtain a grade of at least 40% on the final examination.

If you cannot complete an assignment or sit a test or examination, refer to

www.victoria.ac.nz/home/study/exams-and-assessments/aegrotat

Class Representative

A class representative will be elected in the first class, and that person's name and contact details made available to VUWSA, the course coordinator and the class. The class representative provides a communication channel to liaise with the course coordinator on behalf of students.

Communication of Additional Information

Information on course-related matters will be announced in class and posted on Blackboard at <http://blackboard.vuw.ac.nz>. It will be crucial for you to **regularly check Blackboard** for messages, announcements and materials.

Any leftover copies of material handed out in lectures will be made available in the tourism box in the Murphy building, level 2.

Student feedback

Student feedback on University courses may be found at

www.cad.vuw.ac.nz/feedback/feedback_display.php

Link to general information

For general information about course-related matters, go to

<http://www.victoria.ac.nz/vbs/studenthelp/general-course-information>

Note to Students

Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and academic audit. The findings may be used to inform changes aimed at improving the quality of VBS programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.
