



CERTIFICATE III IN TOURISM (OPERATIONS) - THT31002

Nationally Recognised Training, CRICOS Course Code: 0496756 & Austudy approved

The Certificate III in Tourism (Operations) course is very flexible and is designed to meet a broad range of tourism industry needs. The Certificate III in Tourism (Operations) is designed to reflect the role of, Reservations Clerks, Tour Operators, Specialist Attractions and any small tourism business requiring multi-skilled employees

CAREER PROSPECTS

When you complete the Certificate III in Tourism (Operations) you will be qualified to apply for various positions within the Tourism Industry whereby you will be required to perform a range of skilled tasks using discretion and judgement, and show you have the ability to select, adapt and transfer skills to different situations., e.g. Coach Companies, Rail, Shipping Lines, Attractions, Tourist Information Services, Tour Desks and Self Drive Car Hire firms.

ARTICULATION

Students who successfully complete the Certificate III in Tourism (Operations) can gain credits for subjects included in the Diploma of Tourism (Operations Management) if they decide to continue their studies. Under the Australian Qualifications Framework (AQF) Certificate III is AQF Level 3.

AQF1	Certificate I	AQF2	Certificate II	AQF3	Certificate III
AQF4	Certificate IV	AQF5	Diploma	AQF6	Advance Diploma

AWARD

Upon successful completion of all units of competencies in the course, students will be issued with a Certificate III in Tourism (Operations). Should a student not complete the entire course then a Statement of Attainment will be given for the units successfully completed.

ENTRY REQUIREMENTS

There is no age limit but applicants should have successfully completed year 10. Mature age and students with prior learning and experience should also apply.

DELIVERY OF THE COURSE

The Certificate III in Tourism (Operations) is delivered by on-the-job training, off-the-job training and by the 'self paced' method of learning which allows you greater flexibility in choosing the times you study and the time it takes you to complete the course.

ASSESSMENT STRATEGY

Assessment in this course will be competency based, in that the student will be required to demonstrate competency in a range of tasks. The assessment coding which will apply is either C or NYC, where C is Competent and NYC is Not Yet Competent. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible, fair and cost effective. Assessment strategies encompass a range of techniques, which include, but are not limited to the use of:

- Direct observation of performance
- Oral questioning
- Projects/assignments
- Simulations of workplace activities
- Practical exercises
- Work portfolios

OVERSEAS STUDENTS

The Career Training Institute of Australia is registered to accept overseas students. CRICOS Registration 01861B.

RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFER

Students who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, or have previously completed a course with another Institution, may apply for Recognition of Prior Learning (RPL) or Credit Transfer. For further information please refer to the Student handbook.

NOMINAL DURATION 239 Nominal Hours 24 Months Full-time or 48 months Part-time

AUSTRALIAN APPRENTICESHIPS Funding is made available by the Department of Education, Training & the Arts

SERVICES

As part of our ongoing commitment to provide advice and support services we provide to all our clients/students the following services upon request:

- ✓ welfare and guidance services
- ✓ client selection, enrolment and induction/orientation procedures
- ✓ appeals and complaints procedures
- ✓ course information including content and vocational outcomes
- ✓ disciplinary procedures
- ✓ fees/charges, including refund policy and exemptions (where applicable)
- ✓ staff responsibilities for access and equity
- ✓ provision for language, literacy and numeracy assessment
- ✓ Recognition Prior Learning (RPL) and Credit Transfer arrangements
- ✓ client support, including any external support the RTO has arranged for clients flexible learning and assessment procedures

Further details of any of the above services may be obtained from your student handbook, pre-course introduction session or contacting any of our staff on 07 5564 9044 for a friendly chat.

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Core units:

THHCOR01B	Work with colleagues and customers	20 hrs
THHCOR02B	Work in a socially diverse environment	20 hrs
THHCOR03B	Follow health, safety and security procedures	08 hrs
THTTCO01B	Develop and Update Tourism Industry Knowledge	30 hrs
THHGCS01B	Develop and update local knowledge	12 hrs
THHGGA01B	Communicate on the telephone	10 hrs
THHGCS02B	Promote products and services to customers	45 hrs
THHGCS03B	Deal with conflict situations	20 hrs

Elective units: A minimum of NINE units, with at least FOUR from Meetings & Events, Sales/Office Operations or Guiding areas:

SALES/OFFICE OPERATIONS

THTSOP02B	Source and Provide Destination Information and Advice	108 hrs
THTSOP03B	Access and Interpret Product information	55 hrs
THTSOP04B	Sell Tourism Products and Services	36 hrs
THTSOP05B	Prepare Quotations	30 hrs
THTSOP06B	Receive and Process Reservations	30 hrs
THTSOP07B	Book and Coordinate Supplier Services	20 hrs
THTSOP08B	Operate a Computerised Reservation System	120 hrs
THTSOP09B	Process Non Air Documentation	25 hrs
THTSOP18A	Process Air Documentation	40 hrs
THTSOP19A	Construct Domestic Airfares	35 hrs
THTSOP20A	Construct and Ticket Normal International Airfares	40 hrs
THTSOP21A	Construct and Ticket Promotional International Airfares	40 hrs

GUIDING

THTFTG01B	Work as a Guide	90 hrs
THTFTG02B	Offer Arrival and Departure Assistance	20 hrs
THTFTG03B	Develop and Maintain the General Knowledge required by Guides	100 hrs
THTFTG04B	Coordinate and Operate a Tour	70 hrs
THTFTG05B	Lead Tour Groups	30 hrs
THTFTG06B	Prepare and Present Tour Commentaries or Activities	70 hrs
THTPPD04B	Plan and Implement Minimal Impact Operations	70 hrs
THTPPD05B	Plan and Develop Interpretive Activities	60 hrs

MEETINGS & EVENTS

THTFME01B	Co-ordinate Guest/Delegate Registration at Venues	20 hrs
THTFME02B	Provide On-Site Event Management Services	60 hrs
THTFME03A	Develop & Update Event Industry Knowledge	60 hrs
THTFME04A	Develop an Event Concept	30 hrs
THTSOP03B	Access and Interpret Product information	55 hrs
THTSOP05B	Prepare Quotations	30 hrs
THTSOP07B	Book and Coordinate Supplier Services	20 hrs

GENERAL ADMINISTRATION

THHGGA02B	Perform office procedures	20 hrs
THHGGA03B	Source and present information	10 hrs
THHGGA05B	Plan & manage meetings	20 hrs

FINANCIAL ADMINISTRATION

THHGFA01B	Process financial transactions	25 hrs
THHGFA02B	Maintain financial records	60 hrs

COMPUTER TECHNOLOGY

BSBCMN205A	Use business technology	15 hrs
BSBCMN213A	Produce simple wordprocessed documents	30 hrs

TRAINING AND ASSESSMENT

THHGTR01B	Coach Others in Job Skills	20 hrs
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CUSTOMER SERVICE, SALES & MARKETING

THHGCS04B	Make presentations	30 hrs
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