



CERTIFICATE III IN TOURISM (RETAIL TRAVEL SALES) – THT30202

Nationally Recognised Training, CRICOS Course Code: 031653F & Austudy approved

The Certificate III in Tourism (Retail Travel Sales) course covers Australian/Domestic Tourism Operations. The Certificate III in Tourism (Retail Travel Sales) is designed to reflect the role of Retail Travel Consultants, Reservations Clerks or sales agents working in a Domestic context..

CAREER PROSPECTS

When you complete the Certificate III in Tourism (Retail Travel Sales) you will be qualified to apply for various positions at an operative level of travel consultant, reservations or sales agent on a domestic level. Some International travel sales units are offered as electives. The course provides the learner with a sound level of skills and knowledge to apply for many entry-level positions with Travel Agencies, Airlines, Coach Companies, Rail, Shipping Lines, Tourist Information Services, Tour Desks and Self Drive Car Hire firms.

ARTICULATION

Students who successfully complete the Certificate III in Tourism (Retail Travel Sales) 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
AQF4 Certificate IV

AQF2 Certificate II
AQF5 Diploma

AQF3 Certificate III
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 (Retail Travel Sales). 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 (Retail Travel Sales) 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 an other Institution, may apply for Recognition of Prior Learning (RPL) or Credit Transfer. For further information please refer to the Student handbook.

NOMINAL DURATION 694 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.

CERTIFICATE III in TOURISM (RETAIL TRAVEL SALES) THT30202

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
THHGGA01B	Communicate on the telephone	10 hrs
THHGGA02B	Perform office procedures	20 hrs
BSBCM205A	Use business technology	15 hrs
BSBCM213A	Produce simple wordprocessed documents	30 hrs
THHGFA01B	Process financial transactions	25 hrs
THHGCS03B	Deal with conflict situations	20 hrs
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
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

Elective units: A minimum of TWO units selected from below:

SALES/OFFICE OPERATIONS

THTSOP06B	Receive and Process Reservations	30 hrs
THTSOP20A	Construct and Ticket Normal International Airfares	40 hrs
THTSOP21A	Construct and Ticket Promotional International Airfares	40 hrs
THHGCS02B	Promote Products and Services to Customers	45 hrs