

Traineeship

Certificate III in Tourism – SIT30116

Career Training Institute of Australia (CTIA) is offering a Certificate III in Tourism program through Australian Apprenticeships. This qualification reflects the role of individuals who use a range of well-developed tourism service, sales or operational skills and sound knowledge of industry operations to coordinate tourism services. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

This qualification allows for multi-skilling and for specialisation in office-based roles involving the planning and coordination of tourism services, or roles in the field where products are delivered.

This qualification is suitable for VET in Schools (VETiS) delivery and for an Australian Apprenticeship pathway.

This qualification provides a pathway to work in many tourism industry sectors and for a diversity of employers including tour operators, inbound tour operators, visitor information centres, attractions, cultural and heritage sites, and any small tourism business.

This program is designed to be delivered over 24 months, flexible arrangements can be made to meet your specific needs as far as contact visits, industry consolidation visits and monitoring visits to ensure you remain on track to successfully complete your qualification.

COURSE COST

Funding is made available by the Department of Education and Training (DET), however the employer/student is also required to pay the Student contribution fees.

The Student contribution fees under the User Choice program which are set at \$1.60 per nominal hour for each unit of competency/module are to be calculated at the commencement of the unit of competency/module.

In some cases, the college may provide either a partial (40% reduction in fees) or full exemption for a student in respect to student fee (see student handbook).

School based trainees are not required to pay the mandatory student contribution fee while they are still at school.

Students who commence a traineeship within 12 months of completing year 12 will not be charged Student contribution fees when undertaking a high priority qualification.

Existing Workers are now funded under the User Choice program for this qualification and are charged the mandatory Student contribution fee set at \$1.60 per nominal unit hour.

WHY CHOOSE A TRAINEESHIP

- Gain practical hands on experience in your industry of choice
- Get paid work while completing your training
- Provides you with a pathway to further education
- Gain formal recognition of your skills and knowledge
- With competency based learning you can finish your studies early



For enquires / bookings:

P: 07 5564 9044

E: mabs@ctia.edu.au

Frequently Asked Questions...

WHAT ARE THE BENEFITS OF UNDERTAKING THIS QUALIFICATION?

When you complete the Certificate III in Tourism graduates will be qualified to apply for various positions including adventure tourism guide, attendant or senior ride operator in an attraction or theme park, booking agent, cellar door salesperson and guide in a winery, customer service agent, guide and salesperson in an Indigenous cultural centre, inbound tour coordinator, marine tourism guide or dive tour operator, museum attendant, operations consultant for a tour operator, reservations sales agent, sales consultant and visitor information officer. Students who complete their Certificate III can gain at least 5 credits points towards their QCE.

WHO IS ELIGIBLE TO PARTICIPATE?

Australian Apprenticeships (often referred to as apprenticeships or traineeships) are available to anyone of working age. You do not need a secondary school certificate or other qualification to be able to do an Australian Apprenticeship.

You can do an Australian Apprenticeship if you are a school-leaver, re-entering the workforce or as an adult worker simply wishing to change careers.

You can even begin your Australian Apprenticeship while you're still at school finishing Years 10, 11 and 12.

Australian Apprenticeships offer opportunities for you to train, study and earn an income at a variety of qualification levels in most occupations as well as in traditional trades.

As an Australian Apprentice you can combine time at work with training, and can be either full-time, part-time or school-based.

When you finish your Australian Apprenticeship, you will have a nationally recognised qualification that can take you anywhere in Australia and one that is held in high regard in many overseas countries as well.

WHAT ARE PARTICIPANTS AWARDED AT COMPLETION?

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

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

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

HOW WILL PARTICIPANTS BE ASSESSED?

Assessment is competency based, in that the participant will be required to demonstrate competency in a range of tasks. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible and fair. Assessment strategies include a range of techniques, which include, but are not limited to the use of; direct observation, questions & answers, practical exercises, and case studies. Participants who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, or have previously completed a course, may apply for Recognition of Prior Learning (RPL) or Credit Transfer.

CTIA is responsible for quality training and assessment in compliance with the Standards for RTO (2015) and issuance of AQF qualifications.

WHAT UNITS OF COMPETENCY MAKE UP THE CERTIFICATE III IN TOURISM?

CORE UNITS:

SITHIND002 Source and use information on the tourism and travel industry

SITXCCS006 Provide service to customers

SITXCOM002 Show social and cultural sensitivity

SITXWHS001 Participate in safe work practices

ELECTIVE UNITS: (11 units to be chosen)

SITTTSL002 Access and interpret product information

SITTTSL004 Provide advice on Australian destinations

SITTTSL005 Sell tourism products and services

SITTTSL006 Prepare quotations

SITTTSL009 Process travel related documentation

SITTTSL008 Book supplier products and services

SITTTSL010 Use a computerised reservations or operations system

SITXCCS002 Provide visitor information

SITTGDE001 Interpret aspects of local Australian Indigenous culture

SITTGDE004 Lead tour groups

SITTGDE006 Develop and maintain the general and regional knowledge required by guides

SITTGDE007 Research and share information on Australian Indigenous cultures

SITXCCS004 Provide lost & found services

BSBWOR203 Work effectively with others

BSBCMM201 Communicate in the workplace

SITXHRM001 Coach others in job skills

SITXCCS003 Interact with customers

*** Elective units can be changed in consultation with CTIA**

HOW IS THE COURSE DELIVERED AND HOW LONG WILL IT TAKE?

The Certificate III in Tourism 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.

All Traineeships have a nominal term - this is the timeframe that is on the Traineeship training contract and for the Certificate III in Tourism it is 24 Months Full-time or Part-time equivalent.

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

Further information is provided in the student handbook located at <http://www.ctia.edu.au/how-to-apply-further-information-2/>

WHO DO I TALK TO IF I HAVE QUESTIONS?

Further information on the program please contact us on 07 5564 9044 or e-mail mabs@ctia.edu.au