

# Certificate 3 Guarantee

Funded training for eligible Queenslanders from \$45\*

Certificate III in Hospitality - SIT30616

Certificate III in Tourism - SIT30116



**Career Training Institute of Australia (CTIA)** is offering hands on practical training which will provide you with the skills and knowledge required to work within the hospitality, tourism or events industry.

A participant can be working on a full-time, part-time or casual basis or seeking employment.

Training is flexible, delivery can be within your workplace at a time that suits you, alternatively attend one of our training facilities in Brisbane or on the Gold Coast. Speak to our course consultant for further information.

Certificate 3 Guarantee is funded by the Queensland Government.

This program is designed to be delivered between 1 – 2 years or 1200 – 2400 hours, 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. This may result in completing the qualification in less than the allocated time/hours.

## HOW MUCH WILL IT COST

Student Contribution Fee: \$45 (Concessional \$3 per unit) \$60 (Non-Concessional \$4), see over for details on concessional and non-concessional criteria, please note co-contribution fees will be charged at the commencement of the course or on a per unit basis.

\*Year 12 graduates can access fee-free training in Hospitality only. See eligibility.

## CHOOSE YOUR COURSE

### Certificate III in Hospitality – SIT30616

This qualification provides the skills & knowledge to work in a variety of hospitality settings. This qualification reflects the role of skilled operators who use a range of well-developed hospitality skills. They work with some independence and under limited supervision and may provide operational advice and support to team members.

This course provides a pathway to work in restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. It is a requirement of this course that participants complete 36 industry shifts.

CTIA have formed strategic training alliances with two hotels to be able to offer hands on training in both Brisbane and on the Gold Coast. Located centrally in Surfers Paradise, CTIA deliver the program at voco hotel (formerly Watermark Hotel & Spa) and in Brisbane, the Calamvale Hotel & Suits.

By aligning ourselves with industry only CTIA can offer you training within a real hotel environment that enables you to use current industry equipment and see firsthand how your new skills can be put into action.

### Certificate III in Tourism – SIT30116

This qualification reflects the role of individuals who use a range of well-developed tourism service, sales or operational skills. They use discretion and judgement and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.

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/heritage sites & any small tourism business requiring multi-skilled staff.

**REAL SKILLS, REAL SITUATIONS, REAL HOTELS**

For enquires / bookings:

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[www.ctia.edu.au](http://www.ctia.edu.au)



# Frequently Asked Questions...

## WHO IS ELIGIBLE TO PARTICIPATE?

To be eligible for the Certificate 3 Guarantee Program a participant must:

- be 15 years of age or older.
- have finished secondary school or no longer at school.
- be a Queensland resident i.e. Australian citizen or Australian permanent resident residing in Queensland or a New Zealand citizen permanently residing in Queensland. **(proof of eligibility will be required)**
- not hold, or currently be undertaking a Certificate III or higher qualification, not including qualifications completed at school and foundations skills training.
- Year 12 fee-free – You must have completed Year 12 in Queensland and hold a Senior Certificate issued by QCAA – Copy required.
- Enrol and start training by the end of the calendar year following year 12 graduation.

Participating in this subsidised training & completing the Certificate 3 qualification students will not be eligible for any other subsidised training programs at a certificate III level.

### CONCESSIONAL PARTICIPANTS:

The definition of a Concessional Participant below only applies when the Participant or Participant's family or guardian is responsible for the payment of any Student Contribution Fee. Under this Policy, Concessional Participants are defined as follows:

- (a) the Participant holds a Health Care concession card or Pensioner concession card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care concession card or Pensioner concession card, and is named on the card; or
- (b) the Participant issues the PQS with an official form under Commonwealth law confirming that the Participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a Health Care or Pensioner concession card; or
- (c) the Participant is an Aboriginal and Torres Strait Islander person.

## WHAT ARE PARTICIPANTS AWARDED AT COMPLETION?

Upon successful completion of all units of competencies in the course, participants will be issued with a qualification at Certificate III level. Should a participant not complete the entire course then a Statement of Attainment will be given for the units successfully completed. Students have the option to progress to certificate IV or Diploma level in the same or other qualifications.

## 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.

## WHAT UNITS OF COMPETENCY MAKE UP THE CERTIFICATE?

### Certificate III in Hospitality – SIT30616

#### CORE UNITS:

- BSBWOR203 - Work effectively with others
- SITHIND002 - Source & use information on the hosp. industry
- SITHIND004 - Work effectively in hospitality service
- SITXCCS006 - Provide service to customers
- SITXCOM002 - Show social and cultural sensitivity
- SITXHRM001 - Coach others in job skills
- SITXWHS001 - Participate in safe work practices

#### ELECTIVE UNITS:

- SITXFSA001 - Use hygienic practices for food safety
- SITXCCS002 - Provide visitor information
- SITXCCS004 - Provide lost and found services
- SITHFAB002 - Provide responsible service of alcohol
- SITHFAB005 - Prepare and serve espresso coffee
- SITHFAB007 - Serve of food and beverage
- SITHFAB003 - Operate a bar
- SITEEVT004 - Provide event staging support

\*Elective units may be changed.

### Certificate III in Tourism – SIT30116

#### CORE UNITS

- SITTIND001 - Sources & use information on the tourism & travel industry
- SITXCCS006 - Provide service to customers
- SITXCOM002 - Show social and cultural sensitivity
- SITXWHS001 - Participate in safe work practices

#### ELECTIVE UNITS:

- BSBCMM201 - Communicate in the workplace
- BSBWOR203 - Work effectively with others
- SITXCCS003 - Interact with customers
- SITXCCS002 - Provide visitor information
- SITTTSL002 - Access and interpret product information
- SITTTSL005 - Sell Tourism products and services
- SITTTSL006 - Prepare quotations
- SITTTSL004 - Provide advice on Australian destinations
- SITXHRM001 - Coach others in job skills
- SITXFSA001 - Use hygienic practices for food safety
- SITXCCS004 - Provide lost and found services

\*Elective units may be changed.

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

The Certificate III 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.

## SERVICES

We provide to all our learners the following, outlined in our student handbook: 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, fees/charges, including refund policy and exemptions, provision for language, literacy and numeracy assessment, client support, including any external support, flexible learning & assessment procedures.

## OUR OBLIGATIONS TO YOU

As a Registered Training Organisation (RTO) CTIA has obligations including our responsibility for the quality of the training and Assessment in compliance with the Standards for RTO's 2015 and for the issuance of Australian Qualifications Framework (AQF) certification. Students are required to complete a student training and employment survey within 3 months of completing or discontinuing the qualification.

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](mailto:mabs@ctia.edu.au)