

# VETiS | Funded by the Queensland Government

## Certificate II in Tourism – SIT20116



Career Training Institute of Australia (CTIA) is offering the Certificate II in Tourism which includes both theory and practical delivery in a holistic Indigenous setting where students will consolidate the practical application of the qualification in consultation with Indigenous community leaders. This all-inclusive 3 day/3 night Tourism and Indigenous cultural experience on the Gold Coast is mandatory to meet the requirements of the Certificate II in Tourism, funded through VETiS.

The objective is to provide students with a program that addresses all the necessary criteria for the Certificate II in Tourism in an exciting, cost effective experience of a lifetime. Study is required over 11 units of competency which is disseminated into experiential learning through participating in the Indigenous practical experience and classroom activities. Training will be conducted at your school, as one of our trainers will come to you.

### COURSE COST

VETiS is funded by the VET investment budget, this means there are no costs to eligible students. This funding covers the cost of the qualification and all costs associated with the training including resources and consumables on the program.

### PROGRAM INCLUSIONS

Career Training Institute of Australia (CTIA) are able to facilitate an experience specifically for students in years 10 to 12 where students share aspects of local indigenous culture as required in the unit interpret aspects of local Australian Indigenous Culture. Students liaise with local Indigenous community members and elders while attending the mandatory cultural experience. Students learn about acceptable protocols and sharing of local Indigenous culture.

The training offers students a qualification in an interactive environment, training is taken out of the classroom allowing students opportunity to participate in this hands on experience, whilst completing both theory and practical training within a workplace context to emphasis the employability skills required today.

Australian Indigenous Culture	Stolen generation	Team building
Indigenous language	Hunting techniques	Bush tucker

Students complete 11 units of competency as part of the Certificate II in Tourism; the practical requirements for these units are assessed while students participate in the essential Indigenous cultural program.

### BENEFITS OF PARTICIPATION

Participation in this program enables both students and schools to meet the ACARA cross curriculum priority to enable students to understand and appreciate the value of other cultures.

A great opportunity to meet the cultural awareness requirements of interviews and workplace cultural expectations whilst gaining valuable insight into the tourism industry.

Successful completion of this qualification will enable students to gain an additional 4 points towards their QCE credits.

Training can be flexible enabling delivery over school holidays after school or weekends.

### TO BE ELIGIBLE

Students wanting to enroll must provide or adhere to the following:

- ✓ Attend all scheduled training days
- ✓ Provide a copy of a Birth Certificate/extract or passport
- ✓ Supply CTIA with a fully completed application form
- ✓ LUI number – to register on student learning accounts
- ✓ USI – CTIA cannot issue certificate without this
- ✓ Credit transfer evidence where a student has successfully completed a unit elsewhere

Where the above is not met CTIA reserve the right to refuse attendance in the course.



For enquires / bookings:

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E: [bookings@ctia.edu.au](mailto:bookings@ctia.edu.au)



# Frequently Asked Questions...

## WHAT ARE THE BENEFITS OF UNDERTAKING THIS QUALIFICATION?

When you complete the Certificate II in Tourism graduates will be qualified to apply for various positions including, retail travel agencies, tour wholesalers, tour operators, attractions, visitor information centres, cultural and heritage sites and any small tourism business requiring multi skilled employees. Job roles could include: Museum attendant, receptionist and office assistant in a tourism business, retail sales assistant at an attraction.

## WHO IS ELIGIBLE TO PARTICIPATE?

All Queensland secondary school students in Years 10, 11 and 12 can access VET within any recognised qualification across a range of industries in a school environment; however VET investment funding can only be used for those qualifications identified as employment stream qualifications. Students who complete a certificate II level qualification at school are still eligible to access further Queensland Government subsidised training post-school such as Year 12 fee-free training and the Certificate 3 Guarantee. Students undertaking VETiS, which is resourced by the VET investment budget, will be funded to complete one employment stream qualification at the certificate II level.

Students will be required to complete a student training and employment survey within three months of completing or discontinuing the qualification.

## WHAT ARE PARTICIPANTS AWARDED AT COMPLETION?

Upon successful completion of all units of competency in the course, participants will be issued with a Certificate II in Tourism SIT20116. 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 II in Tourism could progress to a wide range of other qualifications in the service industries. These include a Certificate III in Tourism SIT30116 and finally a Diploma of Travel and Tourism Management SIT50116.

CTIA is responsible for quality training and assessment in compliance with the Standards for RTO (2015) and issuance of AQF 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, research activities and case studies. Participants who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, may apply for Credit Transfer.

## WHAT UNITS OF COMPETENCY MAKE UP THE CERTIFICATE II IN TOURISM?

### CORE UNITS:

SITXCOM002 - Show social and cultural sensitivity  
SITTIND001 - Sources and use information on the tourism and travel industry  
SITXCCS003 - Interact with customers  
SITXWHS001 - Participate in safe work practices

SITHIND001 - Use hygienic practices for hospitality service  
BSBWOR203 - Work effectively with others  
BSBCMM201 - Communicate in the workplace  
SITXCCS001 - Provide customer information and assistance  
SITXCOM001 - Source and present information  
SITTGDE007 - Research and share general information on Australia  
Indigenous Cultures

### ELECTIVE UNITS:

SITTGDE001 - Interpret aspects of local Australian Indigenous culture

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

The Certificate II in Tourism is delivered by participation in a practical consolidation program, attending face to face training and self-directed study & projects which can be done independently. This method of learning allows you greater flexibility in choosing the times you study and the time it takes you to complete the course.

Face to face training is required for consolidation of a number of subjects which is disseminated into experiential learning through participating in the practical consolidation program & classroom activities. This will be organised on an individual basis and tailored to each school's needs. Study can be done within the school curriculum over the course of 1 year or alternatively block training which generally takes up to 6 months.

The Volume of Learning is 6 months to 1 year / 600 to 1200 hours. A combination of trainer facilitated class room learning and independent study either online or classroom based. Negotiated individual or group study support sessions are available with a teacher depending on the needs of the participant/s.

Participants with existing underpinning skills and knowledge may complete the qualification within a shorter timeframe based on their application to achieving completion of the required learning and assessments.

## 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 [bookings@ctia.edu.au](mailto:bookings@ctia.edu.au)