Certificate 3 Guarantee Programs

Funded training for eligible Queenslanders from $45

Certificate III in Hospitality - SIT30713
Certificate III in Tourism - SIT30112

Career Training Institute of Australia (CTIA) and the Watermark Hotel & Spa are offering hands-on practical training which will provide you with the skills and knowledge required to work within the hospitality and tourism industry. Based within the Watermark Hotel & Spa, only CTIA can provide students with current industry experience that will find them work ready.

Vocational placement organised (as required) including ongoing mentoring support.
A participant can be unemployed and seeking work, or working on a full-time, part-time or casual basis.

REAL SKILLS, REAL HOTEL AND REAL SITUATIONS

HOW MUCH WILL IT COST

Student Contribution Fee: $45 (Concessional) $60 (Non-Concessional), see over for details on concessional and non-concessional criteria.

Choosing Your Course

Certificate III in Hospitality – SIT30713
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 use discretion & 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 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 (organised @ Watermark Hotel & Spa).

Certificate III in Tourism – SIT30112
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.

There is no limit to the wide range of opportunities that await you in the vibrant world of the Tourism and Hospitality industries.

For enquiries/bookings: P: 07 5564 9044 E: mabs@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.

Participating in this subsidised training & completing the Certificate 3 qualification will not be eligible for any other subsidised training programs.

**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 – SIT30713**

**CORE UNITS:**
- Work effectively with others
- Source & use information on the hosp. industry
- Work effectively in hospitality service
- Provide service to customers
- Show social and cultural sensitivity
- Coach others in job skills
- Participate in safe work practices

**ELECTIVE UNITS:**
- Use hygienic practices for food safety
- Provide visitor information
- Provide lost and found services
- Provide responsible service of alcohol
- Prepare and serve espresso coffee
- Serve of food and beverage
- Operate a bar
- Provide event staging support

**Certificate III in Tourism – SIT30112**

**Core Units**
- Sources & use information on the tourism & travel industry
- Provide service to customers
- Show social and cultural sensitivity
- Participate in safe work practices

**ELECTIVE UNITS:**
- Communicate in the workplace
- Work effectively with others
- Interact with customers
- Provide visitor information
- Access and interpret product information
- Sell Tourism products and services
- Prepare quotations
- Provide advice on Australian destinations
- Coach others in job skills
- Use hygienic practices for food safety
- Provide lost and found services

*Elective units may be changed

**HOW, WHERE, WHEN AND HOW LONG WILL THIS COURSE TAKE?**

**Delivery Mode:** Classroom/Online/Workplace/Flexible, **Locations:** Surfers Paradise and Regional Queensland, **Intakes:** Monthly **Duration:** 12 Weeks (Dependent on RPL/Credit Transfers & the completion of vocational placement where required (coordinated by CTIA)).

**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. Further information is provided in the Student Handbook.

**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

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