Career Training Institute of Australia (CTIA) are offering Certificate II programs through VETiS.

CTIA are able to manage all your Tourism and Hospitality programs delivered at school through a blended delivery model including on-line, face to face tutorials and industry placement with the Watermark Hotel Group.

Based on a minimum of 10 students, the program includes a ‘live in’ component where students experience the industry first hand during a 1 night / 2 day stay in one of the Watermark hotels.

This program is designed to be delivered over 12 months, flexible arrangements can be made to meet your schools specific needs as far as contact visits, industry consolidation visits and monitoring visits to ensure your students remain on track to successfully complete.

No industry partners to complete the practical training? Use ours! The Watermark Hotel Group & CTIA have been working together for over 12 years to provide students with the opportunity to consolidate their skills within the various departments of the hotel. With hotels situated in both Brisbane City and Surfers Paradise on the Gold Coast CTIA offers an industry focused qualification like no other Registered Training Organisation.

VETiS is funded by the VET investment budget this is fee free for students. This funding covers the cost of the qualification and all costs associated with the training including resources and consumables and the ‘live in’ program.

The student or the school will have to cover the cost of transport associated with attending the practical workshops at the Watermark Hotel.

Options are available to upgrade to a certificate III level for a nominal Fee for service cost, speak to our course consultants for options and fees.

Certificate II in Tourism – SIT20112 | Certificate II in Hospitality – SIT20213
See over for course details.

E: mabs@ctia.edu.au | P: 5564 9044 | www.ctia.edu.au
**CAREER PROSPECTS:** When you complete the Certificate II in Hospitality or Tourism graduates will be qualified to apply for various positions including, food & beverage, catering operations, café attendant in restaurants bars, hotels, resorts, clubs, casinos & many hospitality related businesses. For the Tourism outcome work could be undertaken in an office environment where the planning of tourism & travel products & services takes place, in the field where products are delivered or a combination of both.

**ARTICULATION:** Students who successfully complete the Certificate II in Hospitality can gain credits for subjects included in the Certificate III in Hospitality or Tourism and the Diploma of Hospitality or Travel and Tourism if they decide to continue their studies.

**LIVE IN** PROGRAM: Designed to provide students with the opportunity to experience the real live industry environment, students participate in a 2 day/1 night program at either the Watermark Hotel Gold Coast or Watermark Hotel Brisbane.

**Hospitality students** will expect to be involved in various practical workshops during the day to consolidate their training. These include Coffee essentials, Food & Beverage operations and non-alcoholic beverage class.

**Tourism students** will visit the local tourism information centers, experience one of the theme parks on the Gold Coast, site visits and guest speakers from industry.

All students will be provided with Breakfast, lunch and dinner at the hotel to build on their knowledge of customer service processes and procedures and provide an understanding of the dining experience within an industry context.

This part of the program is only available where CTIA delivers the full qualification to 10 or more students from the one school as students will be required to be supervised at all times by a teacher representative, 1 teacher must accompany the students. Transport to either hotel will be the responsibility of the school.

**AWARD:** Upon successful completion of all units of competencies in the course, students will be issued with a Certificate II in Hospitality or a Certificate II in Tourism. Should a student not complete the entire course then a Statement of Attainment will be given for the units successfully completed.

**ASSESSMENT STRATEGY:** Assessment is competency based, in that the student 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 & fair. Assessment strategies include a range of techniques, which include, but are not limited to the use of: Direct Observation, Questions & Answers, Practical Exercises, Projects/Assignments, Case Studies.

**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, may apply for Recognition of Prior Learning (RPL) or Credit Transfer. For further information please refer to the Student handbook.

**NOMINAL DURATION:** Dependent on RPL/Credit Transfers and 12 Industry service periods as required (coordinated by CTIA where required) CTIA endeavors to deliver the course within 12 months.

**FUNDING:** VETiS is funded by the VET investment budget this is fee free for students.

**PARTICIPANT ELIGIBILITY:** Students undertaking VETiS, which is resourced and delivered by an RTO, can undertake any qualification across a range of industries. 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 I or II level.

**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.

**COURSE:** Choose from either a Certificate II in Tourism or Hospitality:

**Certificate II in Tourism**

**CORE UNITS:**
- SITTIND201 Source & use information on the tourism & travel industry
- SITXCCS202 Interface with customers
- SITXCOM201 Show social and cultural sensitivity
- SITXWHS101 Participate in safe work practices

**ELECTIVE UNITS:**
- BSBCMM201A Communicate in the workplace
- BSBWOR203B Work effectively with others
- SITTTSL201 Sell products and services
- SITTTSL202 Access and interpret product information
- SITXCOM101 Source and present information
- SITXCOM202 Provide a briefing or scripted commentary
- SITXCCS101 Provide visitor information

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.