

Traineeship

SIT30116 - Certificate III in Tourism (Release 2)



Proud to be a Queensland Government subsidised training provider



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 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. Students will need to have completed 50 days of paid employment each year over the 24 month traineeship to achieve their qualification. Combining on the job hours and training hours the qualification will have a minimum of 653 hours of structured and unstructured learning.

COURSE COST

Part funding is made available by the Department of Employment, Small Business and Training (DESBT), the employer/student is also required to make a co-contribution to the cost of this course.

The co-contribution fee for this course is \$1,400.00, this includes the mandatory Student contribution fees under the User Choice program which are set at \$1.60 per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module.

In some cases, an RTO may provide either a partial or full exemption for a student in respect to the co-contribution fee (see student handbook).

School based trainees are not required to pay a co-contribution fee while they are still at school.

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. Refunds of co-contribution fees may be granted (see student handbook).

Full QLD government funding is provided for Priority Population Groups (PPG) are those declared on the national Apprenticeship/Traineeship Contract, such as individuals of Aboriginal or Torres Strait Islander origin, individuals from a non-English speaking background and individuals with a disability, impairment or long term condition. Please discuss your individual situation with us.

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
- Gain a nationally recognised qualification



For enquires / bookings:

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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 may gain 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. Read more <https://desbt.qld.gov.au/training/apprentices>

WHAT ARE PARTICIPANTS AWARDED AT COMPLETION?

Upon successful completion of all units of competency 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. 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, 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 III IN Tourism?

CORE UNITS:

SITTIND001 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

SITXCCS002 Provide visitor information

SITXCCS004 Provide lost & found services

SIRXPDK001 Advise on products and services

SITXHRM001 Coach others in job skills

SITXCCS003 Interact with customers

SITXCOM001 Source and present information

SITHIND001 Use hygienic practices for hospitality service

ELECTIVE UNITS:

SITTTSL002 Access and interpret product information

SITTTSL004 Provide advice on Australian destinations

SITTTSL005 Sell tourism products and services

SITXCOM003 Provide a briefing or scripted commentary

* 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. 7.5 hours per week of paid employment. This may be averaged over a 3-month period.

Over the period of a year, the employer must provide at a minimum the equivalent of **375** hours (50 days) of paid employment.

During your studies you will need a computer with internet access to complete a variety of assessment tasks.

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 contact@ctia.edu.au