

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 industries.

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

Already in industry? Training is flexible, delivery can be within your workplace at a time that suits you as one of our trainers can come to you or you can attend one of our training locations on the Gold Coast.



Course Cost

Student Contribution Fee: \$45 (Concessional \$3 per unit) \$60 (Non-Concessional \$4 per unit), 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.

Students have 10 business days to change their mind and cancel the course, during this cooling off period CTIA will not commence training or accept payment. Cancellation can be made verbally or in writing.

Benefits of Participation

For students who are currently working in industry, this program is designed to be delivered by flexible arrangements 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.

Students who are new to industry can attend flexible classes that allow the option of completing placement alongside their theory delivery or at the end of the program.

In order to successfully complete the qualification, you must complete 36 industry shifts within a suitable hospitality venue, this venue may be one chosen by you or one CTIA has an affiliation with.

Your course overview

Students who decide to complete fulltime will be required to attend face to face classes which will be timetabled 3 days per week. Training will be delivered within an operating hotel, taking learning out of the classroom and locating it back into the hospitality industry so you have a hands on practical experience.

By aligning ourselves with industry, CTIA can offer you training that is real with real situations and real customers within a real hotel environment you will be able to experience everything the industry has to offer while seeing first-hand how your new skills can be put into action. No simulation! Use current industry equipment and techniques the professionals use.

For eligible students, CTIA may be able to assist with placing you in one of these hotels to complete your 36 industry shifts which is a mandatory component of the course. Students who show consistency in punctuality, application of learning, grooming and attitude may be able to be placed. Interviews will be held with HR to determine suitability.

Enrolment Criteria

Students wanting to enroll must:

- ✓ Attend all scheduled training days
- ✓ Be available for a flexible training roster
- ✓ Supply CTIA with a fully completed application form
- ✓ Provide eligible ID as stated on page two of this course outline
- ✓ Provide a USI – CTIA cannot issue a certificate without this
- ✓ Completion of both an LL&N and digital quiz is required before start.
- ✓ Students who are not eligible for funding can still enrol under fee for service arrangements.

Where the above are not met, CTIA reserve the right to refuse course attendance.

Get in Touch. Get Involved.

Call Us: 07 5564 9044

E-mail Us: bookings@ctia.edu.au

Web: ctia.edu.au

Frequently Asked Questions

Who is Eligible to participate?

To be eligible for the Career Start a participant must:

- aged 15 years of age or older.
- Not be a school student
- Permanently reside in Queensland ie. 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, within the last 10 years.

<https://desbt.qld.gov.au/training/providers/funded/career-start>

Under Career Start, an individual may access up to two subsidised training places through one of the following options:

- a general qualification at certificate III and an apprenticeship/traineeship, noting that if the apprenticeship/traineeship is done first, the individual is no longer eligible to access a general qualification under Career Start or
- two apprenticeships/traineeships at either certificate II or III, including school based apprenticeships or traineeships (SATs)
- A student **cannot** do 2 general training pathway qualifications under Career Start

CONCESSIONAL PARTICIPANTS:

concessional students undertaking vocational qualifications, including those who:

- hold a Health Care, veteran, or Pensioner concession card or is the partner or a dependant of someone with such a card and named on the card or
- Have a Commonwealth form confirming eligibility for concession under a Health Care, Veteran, or Pensioner Concession Card; or
- Identify as Aboriginal and Torres Strait Islander (first Nations people).
- Have a disability or are adult prisoners.

How is the course delivered and how long will it take?

Students already in industry can complete 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. The volume of learning is 987.5 hours (6-12 months depending on individual circumstances) which includes both structured and non-structured learning.

Students new to industry will attend class in person at one of the hotels in conjunction with self paced learning and vocational placement.

Students also need to complete 36 industry shifts, this can be completed in conjunction with your studies or on completion of the theory, this will impact the time it takes you to complete.

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.

Students will require a computer with internet access to be able to complete various assessment tasks to achieve the qualification.

Students who can demonstrate that they have already completed a unit of competency below, may apply for Credit Transfer.

What are participants awarded at completion?

Upon successful completion of all units of competency 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.

CTIA retains sole responsibility for the quality of all training and assessment, in compliance with the 2025 Standards for RTOs, and issues AQF qualifications upon successful completion.

Core units of competency

SITHIND006 – Source and use information on the hospitality industry

SITHIND008 – Work effectively in hospitality service

SITXCCS014 – Provide service to customers

SITXCOM007 - Show social and cultural sensitivity

SITXHRM007 – Coach others in job skills

SITXWHS005 – Participate in safe work practices

Elective Units*

SITXFSA005 – Use hygienic practices for food safety

SITHFAB021 – Provide responsible service of alcohol

SITHFAB023 – Operate a bar

SITHFAB025 – Prepare and serve espresso coffee

SITHFAB027 – Serve food and beverage

SITHGAM022 – Provide responsible gambling services

SITXCCS012 – Provide lost and found services

SITXCCS010 – Provide visitor information

SIRXPDK001 – Advise on products and services

*Elective units may change

As part of our pre-enrolment process, please consider the skills and learning objectives of the course to ensure that the training product best aligns with your existing competencies and supports your career goals

OUR SERVICE includes a commitment to providing advice and support to all our clients and students. This includes 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.

For any further information please contact us or review our student handbook:

<http://www.ctia.edu.au/how-to-apply-further-information-2/>