

VETiS | Funded by the Queensland Government

SIT20116 - Certificate II in Tourism (Release 2)



Career Training Institute of Australia (CTIA) is offering SIT20116 Certificate II in Tourism which includes both theory and practical delivery in a holistic Indigenous setting on Moreton Island where students will consolidate the practical application of the qualification in consultation with the Yugambah Community in conjunction with Spirits of the Red Sand.

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 a number of subjects which is disseminated into experiential learning through participating in the practical Indigenous cultural program and classroom activities. Training will be conducted at your school, as 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 delivery of the 11 units of competency including resources and consumables and the 2 day 1 night tourism adventure Program.

PROGRAM INCLUSIONS

Career Training Institute of Australia (CTIA) is able to facilitate an experience specifically for students in years 10 to 12 where they share aspects of local indigenous culture as required in the unit SITTGDE001 - interpret aspects of local Australian Indigenous Culture. Students liaise with the local Indigenous community while attending the mandatory cultural experience on Moreton Island, 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 emphasise the employability skills required today.

Specifically the students will learn aspects of:

- The unique eco system and the impacts of eco-tourism
- 4WD transfers and guided tours to Indigenous sites
- Snorkeling off the Moreton Island Shipwrecks
- Kayaking in their unique "Transparent Kayaks"
- Learn Indigenous symbols and the art of body painting
- The tourism industry in action and associated jobs

BENEFITS OF PARTICIPATION

Participation in this program enables students to observe a tourism organisation operating in a natural environment with consideration to sustainability and eco-tourism. A great opportunity to participate in a range of Indigenous activities which will call on both team building and communication skills as they support each other to achieve desired goals.

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

Training and program options can be flexible enabling delivery 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

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

For enquires / bookings:

P: 07 5564 9044

E: bookings@ctia.edu.au



Frequently Asked Questions...

WHAT ARE THE BENEFITS OF UNDERTAKING THIS QUALIFICATION?

When you complete SIT20116 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 I or II level qualification at school are still eligible to access further Queensland Government subsidised training post-school such as 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.

<https://desbt.qld.gov.au/training/training-careers/incentives/vetis>

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 an SIT20116 - Certificate II 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 II in Tourism could progress to a wide range of other qualifications in the service industries. These include SIT30116 Certificate III in Tourism and finally SIT50116 Diploma of Travel & Tourism Management.

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. Students who can demonstrate that they are already completed a unit of competency below, 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 - Source and use information on the tourism and travel industry
SITXCCS003 - Interact with customers
SITXWHS001 - Participate in safe work practices

ELECTIVE UNITS:

SITXCCS002 – Provide visitor information

SITHIND001 - Use hygienic practices for hospitality service
SITXCCS004 – Provide lost and found services
SIRXPK001 – Advise on products and services
SITXCCS001 - Provide customer information and assistance
SITXCOM001- Source and present information
SITTGDE007 - Research and share general information on Australian Indigenous Cultures

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

* Elective units may be changed

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 696 hours which includes both structured and non-structured learning. A combination of trainer facilitated class room learning and independent study may take place. 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.

CTIA will work with you to develop a program delivery that is flexible to your needs. Current delivery options include: two lessons a week delivered as a subject, block delivery, one class every 3 weeks over the course of the year.

Students must have a computer with internet access to complete various 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 bookings@ctia.edu.au