

# 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 South Stradbroke Island where students will consolidate the practical application of the qualification in consultation with the Balunjali Indigenous Cultural community leaders while attending the full 1 day experience.

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 training including resources and consumables on the Indigenous practical cultural 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 local Indigenous community elders (Or persons approved by relevant local Indigenous community elders), while attending the mandatory cultural experience on South Stradbroke Island with Balunjali, 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.

Australian Indigenous Culture	Stolen generation	Team building
Indigenous language	Hunting techniques	Bush tucker

Students complete 11 units of competency as part of the Certificate II in Tourism; the practical requirements for these units are assessed while students participate in the essential Indigenous cultural program.

### BENEFITS OF PARTICIPATION

Participation in this program enables both students and schools to meet the ACARA cross curriculum priority to enable students to understand and appreciate the value of other cultures.

Students gain valuable life skills and knowledge of our Australian Indigenous Culture, something which is important in all business today.

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

Training and the practical cultural program options are flexible, enabling delivery over school holidays after school or weekends. CTIA work with each school individually to develop a delivery strategy that best suits their business needs.

### TO BE ELIGIBLE

Students wanting to enroll must provide or adhere to the following:

- ✓ Attend all scheduled theory 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 your certificate without this
- ✓ Credit transfer evidence where a student has successfully completed a unit elsewhere

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](mailto: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 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 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 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 SIT50116 Diploma of Travel and 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, research activities and case studies. Participants who can demonstrate that they have previously completed a unit 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

SIRXPKD001 - Advise on products and services

SITXCCS001 - Provide customer information and assistance

SITXCOM001 - Source and present information

SITGDE007 - Research and share general information on Australian Indigenous Cultures

\*Elective units may be changed

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

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. Volume of learning is 696 hours which includes both structured and unstructured learning. 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.

A combination of trainer facilitated classroom 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.

Do you have in mind how this program can fit into your existing timetable? CTIA will work with you to develop a program delivery that is flexible to your needs. Current delivery options in schools include: two lessons a week delivering as a subject, block delivery, two full days at the end of each term or one class every three weeks over the course of the year. Students will need computer access with internet 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 [ctia.edu.au/wp-content/uploads/2017/02/Student-Handbook-2017-Ver-15.pdf](http://ctia.edu.au/wp-content/uploads/2017/02/Student-Handbook-2017-Ver-15.pdf)

## 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](mailto:bookings@ctia.edu.au)