

Career Training Institute of Australia (CTIA) is offering the Certificate III in Tourism to participants employed within a tourism business.

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

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

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.

Whether you are just starting out and need to know how the industry operates or you have been working within the tourism industry previously and want to return to this dynamic and diverse sector, CTIA can assist with providing you current up to date skills and knowledge you need to succeed.

The Certificate III is an ideal place to start to hone a range of tourism service, sales and operational skills.

Your course overview

Students who decide to complete fulltime will be required to attend face to face classes which will be timetabled over 3 days per week. Training will be delivered within one of our affiliated hotels on the Gold Coast, centrally located in either Surfers Paradise or Main Beach. Where better to complete a tourism qualification than the Gold Coast, a world class tourism destination.

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/heritage sites & any small tourism business requiring multi-skilled staff.

Tourism students enrolled in our program will have the option to participate in one of our practical industry experiences for a nominal fee. Choose a central Australia tour or Whitsundays by rail to consolidate your learning. Check with us to see which tour is being operated that coincides with your course intake.

Eligibility 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

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 Certificate 3 Guarantee Program a participant must:

- Be 15 years of age or older.
- Have finished secondary school or no longer at school
- Be a Queensland resident 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.

https://desbt.qld.gov.au/data/assets/pdf_file/0018/8145/c3g-factsheet-student.pdf

By participating in this subsidised training & completing the Certificate III qualification students will not be eligible for any other subsidised training programs at a certificate III level.

CONCESSIONAL PARTICIPANTS:

The definition of a Concessional Participant below only applies when the Participant or Participant's family or guardian is responsible for the payment of any Student Contribution Fee.

Under this Policy, Concessional Participants are defined as follows:

- (a) the Participant holds a Health Care concession card or Pensioner concession card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care concession card or Pensioner concession card, and is named on the card; or
- (b) the Participant issues the SAS with an official form under Commonwealth law confirming that the Participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a Health Care or Pensioner concession card; or
- (c) the Participant is an Aboriginal and Torres Strait Islander person.

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 884 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.

Where participants are in industry CTIA can arrange for a trainer to come to you at work at a convenient time, speak to a course consultant.

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 are 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.

As a registered training organisation (RTO) CTIA is responsible for quality training and assessment in compliance with the Standards for RTO's (2015) and issuance of AQF qualifications.

Core units of competency

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

Elective Units*

SITTTSL005 – Sell tourism products and services

SITTTSL004 – Provide advice on Australian destinations

SITXCCS003 – Interact with customers

SITXCCS002 – Provide visitor information

SITXCCS004 – Provide lost and found services

SITXCOM001 – Source and present information

SITXCCS001 – Provide customer information and assistance

SIRXPK001 – Advise on products and services

SITXHRM001 – Coach others in job skills

SITHIND001 – Use hygienic practices for hospitality service

SITHFAB002 – Provide responsible service of alcohol

*Elective units may change

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/>