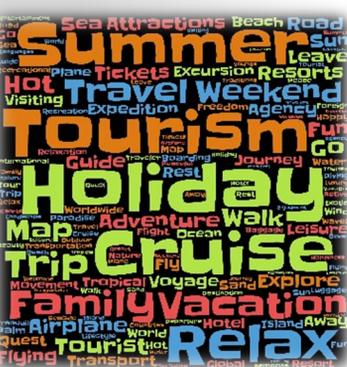


Career Training Institute of Australia (CTIA) is offering a SIT30116 Certificate III in Tourism through Australian Apprenticeships.

This qualification provides the skills and knowledge for an individual to be competent in skilled operations with the need to apply discretion and judgement.

Work would be undertaken in various 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.



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 to 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

Your course overview

A Certificate III level graduate will have a range of well developed tourism service, and operational skills and a 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. Training will take place using a combination of off the job, at one of our industry partners and on the job training at our workplace.

Types of traineeships

- ✓ Full-time apprentices and trainees work and train an average of 38 hours per week and have on going employment.
- ✓ Part time apprentices and trainees are rostered to work on a regular basis, working and training no less than 15 hours per week, averaged over a four-week period.
- ✓ Existing workers may be employed as an apprentice or trainee. Casual employment not permitted.
- ✓ School based, 7.5 hours per week of paid employment, this maybe averaged over a 3 month period. Over each 12 month period the equivalent of 375 hours (50 days) paid employment.

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?

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.

Traineeships can be full time, parttime or school based.

When you finish your Australian Apprenticeship, you will have a nationally recognised qualification that can take you anywhere in Australia.

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

- Be 13 years of age or older
- Where the trainee is under the age of 18 at the date of signing the training contract, the signed consent of the parent is required, where appropriate.
- SAT – School-based apprenticeship or Traineeship, a student is typically in years 10,11 and 12, are trained in the workplace while continuing to study towards their QCE or equivalent.
- SAT must complete a minimum of 50 days of paid employment, and a minimum duration of 24 months. A student commencing in year 12 will not be able to achieve this.
- To commence a SAT the student must first have the support of their school. The support of the employer, RTO and their parent/guardian will also be required.
- For a SAT there must be some impact on the students school timetable for the traineeship to be considered a SAT.
- An ETES, School notification form or email noting the impact on the students timetable must be retained

Students will be required to complete a student training and employment survey within three months of completing or discontinuing the qualification.

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

Combine training with working in a real job, traineeships work towards the completion of a nationally recognised qualification while learning on the job skills.

Students 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. 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.

Students need to complete 375 hours (50 days) of paid employment over each 12 month period from date of commencement of the training contract. A total of 100 days (750 hours) over a 24 month duration, including structured and non structured training this is a total of 1378 hours.

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 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 an SIT30116 - 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 could progress to a wide range of other qualifications in the service industries. These include Certificate IV and Diploma in the same or other qualification

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*

SITTSL004 – Provide advice on Australian destinations

SITTSL005 – Sell tourism products and services

SITHFAB002 – Provide responsible service of alcohol

SITXCCS001 – Provide customer information and assistance

SITXCCS002 – Provide visitor information

SITXCCS003 – Interact with customers

SITXCCS004 – Provide lost and found services

SITXCOM001 – Source and present information

SITXHRM001 – Coach others in job skills

SITHIND001 – Use hygienic practices for hospitality service

SIRXPK001 – Advise on products and services

*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/>