

Career Training Institute of Australia (CTIA) is offering SIT20116 Certificate II in Tourism including both theory and practical delivery in an iconic Tourism setting on the Gold Coast. Students will consolidate the practical application of the qualification while visiting a variety of tourism attractions.

The program provides all necessary criteria for the Certificate II in Tourism in an exciting experience of a lifetime.

Study is required over a number of subjects, disseminated into experiential learning through participating in the practical Tourism 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, meaning 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 5 day 4 night iconic tourism practical experience Program.

### Benefits to Participation

Participation in this program enables students to immerse themselves in the tourism industry as they consolidate their theory by participating in world class experiences and talk to those who give the Gold Coast the competitive edge as they attend the tourism practical experience. This is a great opportunity to participate in a range of 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. Training and program options can be flexible, enabling delivery after school or on weekends.

### Program Inclusions

Career Training Institute of Australia (CTIA) facilitates an experience specifically for students in years 10 to 12 where they can integrate knowledge learnt in class with practical real-life situations experienced in the tourism industry. See first hand the tourism sectors in action! Observe industry experts as they interact with guests and provide advice on products and services all in a real tourism industry environment.

The program takes students out of the classroom and into an interactive environment, allowing students to complete both theory and practical training within a tourism context to emphasise the employability skills required today. This practical program provides opportunity for practical assessment for three units of competency.

Specifically, students will learn aspects of:

- The iconic Gold Coast as a tourism destination.
- The tourism industry in action and associated jobs.
- Team building, communication and leadership skills.
- Participate in various tourism activities including Movieworld, Dreamworld, Second Nature Indigenous program, surfing lessons and more.
- Sourcing and using information on the tourism industry to provide visitor information.



### Eligibility Criteria

Students wanting to enroll must:

- ✓ Attend all scheduled training days
- ✓ Provide a copy of a birth certificate / extract or passport
- ✓ Supply CTIA with a fully completed application form
- ✓ Provide a LUI number – to register on student learning accounts
- ✓ Provide a USI – CTIA cannot issue certificate without this

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



**Get in Touch. Get Involved.**

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## Frequently Asked Questions

### 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.

### 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 and projects which can be done independently. This method of learning allows 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 and 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. Examples of block training could include 3 x 3 days or 1 full day per week, combinations can be negotiated to suit. The Volume of Learning is 696 hours which includes both structured and non-structured learning. 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.

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.

### 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 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's (2015) and issuance of AQF qualifications.

### Core units of competency

SITXCOM002 - Show social and cultural sensitivity

SITTIND001 – Source and use information on the tourism & travel industry

SITXCCS003 – Interact with customers

SITXWHS001 – Participate in safe work practices

### Elective Units\*

SITHIND001 – Use hygienic practices for hospitality service

SITXCCS004 – Provide lost and found services

SIRXPDK001 – Advise on products and services

SITXCCS001 – Provide customer information & assistance

SITXCOM001 – Source and present information

SITHFAB002 – Provide responsible service of alcohol

SITXCCS002 – Provide visitor information

\*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/>