

Career Training Institute of Australia (CTIA) is offering SIT20125 Certificate II in Tourism including both theory and practical delivery in a Tourism setting on Stradbroke Island. Students will consolidate the practical application of the qualification in consultation with Kingfisher Bay Resort.

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 can be conducted at your school, as our trainers will come to you.

Course Cost

Eligible VETiS students are not required to pay course costs for this qualification, as training and assessment are subsidised by the Queensland Government. This funding covers the cost of the qualification and associated delivery of the 11 units of competency, including resources, consumables and the Fraser Island excursion. If a fee for service student ineligible for funding, withdraws, or does not proceed, CTIA will manage the enrolment in accordance with its current student information, funded program requirements, and refund/cancellation arrangements as set out in the CTIA Student Handbook and enrolment documentation.

Benefits to Participation

Participation in this program enables students to observe a tourism organisation operating in a natural environment with consideration to sustainability and eco-tourism. 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 contribute up to 4 QCE credits, in accordance with QCAA requirements. A designated trainer will be available to support students throughout their studies, providing assistance through face-to-face meetings, email, Zoom, and phone during business hours to address any questions.

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 workplace context to emphasise the employability skills required today.

Inclusions in the program:

- The tourism industry in action and associated jobs
- Behind the scenes at Kingfisher Bay Resort.
- Ranger guided activities.
- Illumina – Light show experience.
- Overnight accommodation, meals and transfers are included. Subject to cohort numbers.

CTIA provides learning support, language, literacy, numeracy and digital literacy review, reasonable adjustment where appropriate, and access to student welfare and wellbeing support in line with the CTIA Student Handbook. Students may request support before enrolment, at induction, or at any time during the course by speaking with their CTIA trainer or contacting CTIA directly.

Eligibility Criteria

Students wanting to enroll must:

- ✓ Attend all scheduled training days
- ✓ Provide a copy of an Australian / NZ 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
- ✓ Complete a LL&N and digital literacy quiz prior to enrolling

Where the above are not met, CTIA reserve the right to delay enrolment or suggest alternative training product options.



THE BENEFITS of completing a SIT20125 Certificate II in Tourism qualifies successful graduates to apply for positions at various businesses 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 include: museum attendant; office assistant in a tourism business; retail sales assistant at an attraction.

Frequently Asked Questions

Who is Eligible to participate?

Eligible Queensland school students in Years 10, 11 and 12 may undertake this qualification under the Queensland Government's VET in Schools (VETiS) program, subject to current eligibility requirements. Under VETiS 2026, students may access a funded Certificate I or II under the general training pathway or a funded school-based apprenticeship or traineeship. Students are not supported to undertake more than one DTET-funded qualification at the same time.

Eligibility for any future subsidised post-school training is determined under the Queensland Government program rules that apply at the time of application. Career Start has replaced the former Certificate 3 Guarantee and User Choice programs. Students undertaking Queensland Government-funded training may receive Student Voice survey invitations at enrolment, if their student record becomes inactive, at completion, and after completion. Participation in these surveys is voluntary.

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.

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 605 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 VET student/s. VET students 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.

As part of our pre-enrolment process, please consider the skills and learning objectives of the course to ensure that the training product best aligns with your existing competencies and supports your career goals.

Students will need access to technical equipment not limited to: A computer with Microsoft Office, internet connection, an email address and printer/scanner to complete various assessment tasks.

How will VET students be assessed?

Assessment is competency based, in that the VET student 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 are VET students awarded at completion ?

Upon successful completion of all units of competency in the course, VET students will be issued with an SIT20125 - Certificate II in Tourism. Should a VET student 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 range of other qualifications in the service industries. These include SIT30125 Certificate III in Tourism and finally SIT50122 Diploma of Travel and Tourism Management.

CTIA retains solely responsibility for the quality of all training and assessment, in compliance with the 2025 Standards for RTOs, and issues AQF qualifications upon successful completion.

Core units of competency

SITTIND003 – Source and use information on the tourism and travel industry

SITXCCS009 – Provide customer information & assistance

SITXCCS011 – Interact with customers

SITXCOM007 - Show social and cultural sensitivity

SITXWHS005 – Participate in safe work practices

Elective Units*

SIRXSL001 – Sell to the retail customer

SITXCCS010 – Provide visitor information

SIRXPDK001 – Advise on products and services

SITHIND005 – Use hygienic practices for hospitality service

SITXCOM006 – Source and present information

SITHFAB021 – 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/>