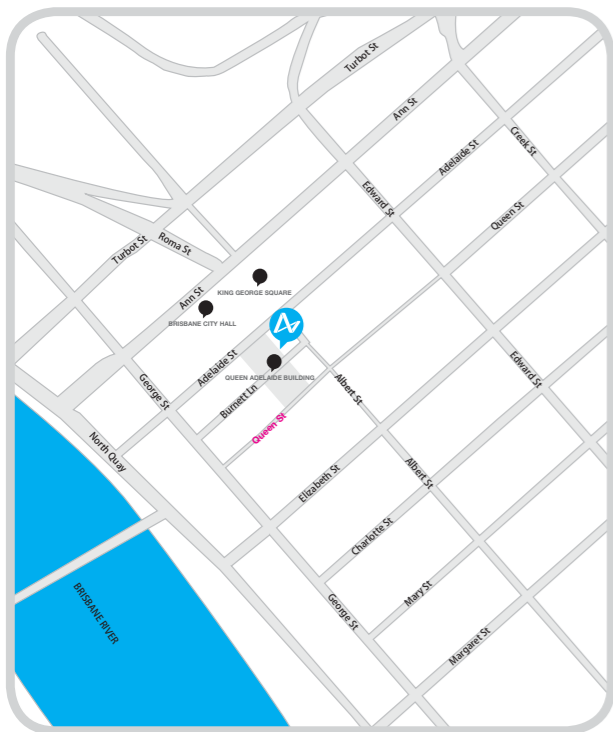


**AUSTRALIA  
SINGAPORE**

Academies Australasia Institute is an Academies Australasia college. Academies Australasia Group Limited has been operating for more than 110 years and listed on the Australian Securities Exchange for more than 40 years.

Academies Australasia has colleges in Melbourne, Sydney, Brisbane, Perth, Adelaide, Dubbo, Gold Coast and Singapore, and offers a wide range of courses at different levels – Certificate, Diploma, Advanced Diploma, Bachelor and Master Degrees.



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**TRAVEL & TOURISM**





WE  
MAKE IT

POSSIBLE



## TRAVEL & TOURISM

The Travel & Tourism industry continues to rapidly expand in Australia and across the globe. It is an exciting industry to work in with a wide range of sectors such as Travel Agencies, Airlines, State and Regional Government Tourism Bureaus, Eco-tourism and tourism attractions.

People skills – communication, customer service, teamwork and excellent personal presentation - are an essential part of working in the industry. You also need to be able to work well under pressure and to be highly organised. Our courses cover these skills plus many more and on completion you will be well placed on the pathway to a challenging and enjoyable career.

### COURSE INFORMATION

Our Travel & Tourism courses have been developed according to the requirements of the Tourism, Travel and Hospitality Training Package (SIT) and have been approved for delivery by the Australian Skills Quality Authority (ASQA). They are nationally recognised qualifications within the Australian Qualifications Framework (AQF).

#### STUDY PATH

Training is delivered in stages which correspond to AQF Levels IV-VI. The preferred pathway for a qualification is for students to complete the requirements of the previous level qualification before progressing to the next level – thereby achieving more than one qualification.

Applicants without the previous level qualification will be considered if they have relevant qualification and/or vocational experience.

We aim to equip our graduates with the necessary skills and knowledge to enable them to successfully satisfy the demands of the workplace.

#### COURSE DELIVERY & ASSESSMENT METHODS

Delivery and assessment strategies are selected to reflect the nature of the elements and performance criteria of the competency together with the needs and learning style of the participants. Qualifications are delivered over 15 hours of face-to-face and 5 hours of online learning per week.

Assessment methodology may include but is not limited to: observation, project/report, case study, role play, exercises, activities; and written/oral tasks including multiple choice, questions and answer, essays, true/false and presentations.

#### ACADEMIC YEAR / START DATES

Don't miss out on your intake dates. There are 36 teaching weeks per annum with the year being divided into 4 terms of 9 weeks each. The academic year begins in late January and ends late November. Primary intakes are at the beginning of each term.

YEAR	TERM 1 INTAKES		TERM 2 INTAKES		TERM 3 INTAKES		TERM 4 INTAKES	
	PRIMARY	MID-TERM	PRIMARY	MID-TERM	PRIMARY	MID-TERM	PRIMARY	MID-TERM
2019	14 JAN	18 FEB	8 APR	13 MAY	1 JUL	5 AUG	23 SEP	28 OCT
2020	13 JAN	17 FEB	6 APR	11 MAY	29 JUN	3 AUG	21 SEP	26 OCT

Choice of subjects may be limited in mid-term intakes

#### ENTRY REQUIREMENTS

Year 11 or equivalent certificate of senior secondary education.

Recommended English Level: IELTS 5.5 (If the level of English is insufficient, a suitable course can be organised.)

#### OTHER FEES

Administration Fee (Non-refundable):  
**> A\$ 300**

Confirmation of Enrolment Fee (Non-refundable):  
**> A\$ 20** for a course no longer than 12 months  
**> A\$ 40** for a course longer than 12 months



## TRAVEL & TOURISM



Qualification	Subject	Competency / Description	Tuition Fee / Duration
<b>Certificate IV in Travel and Tourism (SIT40116)</b>  CRICOS Course Code 093094G	Cultural Sensitivity Computer Reservations	SITXCOM002 Show social and cultural sensitivity	<b>A\$ 2,000 per term</b>  <b>3 Terms</b> 9 months / 27 college weeks
		SITTTSL007 Process reservations	
		SITTTSL009 Process travel-related documentation	
	Fares and Ticketing	SITTTSL010 Use a computerised reservations or operations system	
		SITTTSL011 Source airfares for domestic flights	
		SITTTSL012 Construct normal international airfares	
	Client Relations	SITTTSL013 Construct promotional international airfares	
		SITXCOM005 Manage conflict	
		SITXHRM001 Coach others in job skills	
	Australian & International Destinations	SITXWHS003 Implement and monitor work health and safety practices	
		SITXCCS002 Provide visitor information	
		SITTTSL002 Access and interpret product information	
		SITTTSL003 Provide advice on international destinations	
SITTTSL004 Provide advice on Australian destinations			
Customer Service	SITXCCS007 Enhance customer service experiences		
	SITXFIN002 Interpret financial information		
Finance	SITTTSL005 Source and use information on the tourism and travel industry		
	SITTTSL006 Sell tourism products and services		
Travel Agency Operations	SITTTSL006 Prepare quotations		

#### Exit with Certificate IV

#### Vocational/ Employment Outcome

Account, Product, Marketing and Senior Operation Coordinator, Assistant Manager, Operations Supervisor, Promotions Officer, Reservations Sales or Call centre Supervisor, Sales Coordinator and Executive

#### Diploma of Travel and Tourism Management (SIT50116)

CRICOS Course Code 093095G

Work Operations	SITXMG001 Monitor work operations	<b>A\$ 2,000 per term</b>  <b>3 Terms*</b> 9 months / 27 college weeks
	SITXMG002 Establish and conduct business relationships	
Workplace Diversity and Customer Service	BSBDIV501 Manage diversity in the workplace	
	SITXCCS008 Develop and manage quality customer service practices	
Financial Budgets	SITXFIN003 Manage finances within a budget	
	SITXFIN004 Prepare and monitor budgets	
Marketing Plan	SITXMPR001 Coordinate production of brochures and marketing materials	
	SITXMPR003 Plan and implement sales activities	
Human Resources Management	SITXHRM004 Recruit, select and induct staff	
	SITXHRM006 Monitor staff performance	
	SITXHRM003 Lead and manage people	

#### Exit with Diploma

#### Vocational/ Employment Outcome

Inbound Groups and Sales Manager, Incentives, Marketing, Sales and Travel Agency Manager, Tour Operations, Reservations and Product Development Manager, Visitor Information Centre Manager

#### Advanced Diploma of Travel and Tourism Management (SIT60116)

CRICOS Course Code 093096F

WHS and Regulations	SITXGLC0015 Research and comply with regulatory requirements	<b>A\$ 2,000 per term</b>  <b>2 Terms**</b> 6 months / 18 college weeks
	SITXWHS004 Establish and maintain a work health and safety system	
Marketing Strategy	SITPPD008 Develop tourism products	
	SITXMPR007 Develop and implement marketing strategies	
Business Plan	BSBMGT617 Develop and implement a business plan	
	BSBRK501 Manage risk	
	BSBWRT401 Write complex documents	

#### Exit with Advanced Diploma

#### Vocational/ Employment Outcome

Account and General Manager, Business Development Manager, Director of Groups and Incentives, Marketing, Product Development Operations and Sales

#### UNIVERSITY PATHWAYS

FOR INFORMATION REGARDING UNIVERSITY PATHWAYS VISIT [www.academies.edu.au](http://www.academies.edu.au)

\* Diploma of Travel and Tourism Management (SIT50116) has a total duration of 6 terms / 54 college weeks. Students must complete the Certificate IV in Travel and Tourism (SIT40116) before progressing to Diploma of Travel and Tourism Management (SIT50116).

\*\* Advanced Diploma of Travel and Tourism Management (SIT60116) has a total duration of 8 terms / 72 college weeks. Students must complete both Certificate IV in Travel and Tourism (SIT40116) and the Diploma of Travel and Tourism Management (SIT50116) before progressing to Advanced Diploma of Travel and Tourism Management (SIT60116).