

# Certificate III in Tourism

## Code

SIT30116

## Type

Free TAFE

## Study Mode

Online (With on-campus workshops)

## Duration

9 months

## Location

Morwell

## Course overview

**ATTENTION:** As much as we'd love to offer more, we can only offer one Free TAFE course per person. If you've already enrolled and commenced, or enrolled but didn't complete a Free TAFE course at any Victorian TAFE in the past you will NOT be eligible for another and will need to pay tuition and materials fees when you enrol. Reach out to us if you think this is you.

## Travel and tourism can show you the world and its endless possibilities

Looking for a career in an industry that's exciting and always changing?

The Certificate III in Tourism is the ideal starting place for a career in the tourism and travel industry, it will prepare you for work in many different roles for a diverse range of employers. This may include travel agencies, tour wholesalers, tour operators, inbound tour operators, tourist attractions, visitor information centres, accommodation and other tourism businesses.

This course will help you understand how the tourism industry operates and give you the essential skills needed to work in the industry. You will learn skills and knowledge in:

- Tourism services
- Retail and wholesale sales
- Tourism Reservations
- Industry operations
- Tour Commentaries
- Preparing quotes
- Visitor Information Services
- Providing advice on Australian destinations

Successful completion of this course could result in you working in Hotel & Resorts, Retail Travel, Tour Guiding, Visitor Information Services, Tourist Attractions and Inbound Tour Operations, just to name a few.

Take the step and enrol NOW!

## Times

Tuesday, Wednesday and Thursdays from 9.00am-12.00pm.

Please note: scheduled Self directed learning days can be completed flexibly with an expectation 2.5 hours per day, scheduled facilitated online learning days will be delivered between 9.00am-12.00pm, scheduled face to face classes will be delivered between 9.00am-4.00pm for excursions.

## **Career opportunities**

Possible job titles include;

- Adventure tourism guide
- Attendant or senior ride operator in an attraction or theme park
- Booking agent
- Cellar door salesperson and guide in a winery
- Customer service agent
- Guide and salesperson in an Indigenous cultural centre
- Inbound tour coordinator
- Marine tourism guide or dive tour operator
- Museum attendant
- Operations consultant for a tour operator
- Reservations sales agent
- Sales consultant
- Visitor information officer

## **Opportunities for further study**

- SIT40116 Certificate IV Travel and Tourism (Not on offer at TAFE Gippsland)
- SIT50116 Diploma of Travel and Tourism Management (Not on offer at TAFE Gippsland)
- SIT60116 Advanced Diploma of Travel and Tourism Management (not on offer at TAFE Gippsland)

## **Qualifications and Recognition**

Upon successful completion of this course students will be eligible to receive the Certificate III in Tourism.

## **Specialist Course Information**

N/A

## **Placement**

Not Applicable

## **Material and Equipment Supplied by Students**

Not Applicable

## Entry Requirements

### Recommended entry requirements

It is expected that the learner has a self interest in the Tourism and Travel industry. It is preferable if the learner is actively seeking employment in a paid or voluntary role, either casual, part time or full time, with the aspiration of working within the Tourism and travel industry.

Access to computers will be made available to learners while on campus for face to face delivery. For learners wishing to complete their self directed learning from a flexible location, such as their home, it is advised that they have access to:

- a computer running an operating system that's current and supported (like Windows 10), and reliable high-speed internet access.
- a built in camera or webcam
- built in microphone and speakers or an external microphone and headset.
- Zoom webinar free software

Whether you're using a desktop, laptop, or tablet, you'll be online for several hours a week:

- Accessing study materials like online webinar recordings and eBooks.
- Using library databases and the internet for research.
- Taking notes and preparing your assessments.
- Communicating with your lecturers, tutors, support staff, and other students.

To make the most of your online learning experience, you should already have a good working knowledge of:

- basic computer skills
- word processing
- emailing
- web browsing

And here's a handy hint: grab an external drive such as a usb or use cloud storage to back up your work.

### Limitations to entry

The students must have the ability to be able to work independently at times in order to complete theory and assessments during scheduled self directed learning days.

## Recognition of Prior Learning (RPL)

Many TAFE Gippsland courses offer Recognition of Prior Learning (RPL). To find out more visit the TAFE Gippsland website or contact us to discuss your options.

## Course Cost

For an individual quotation of fees payable and material and equipment fees to be supplied by students, please visit your nearest TAFE Gippsland campus.

## VET Student Loans

Not Applicable for this course

## Student Services

Student Services offers a range of services designed to meet student's social, emotional and educational needs. Contact Student Services on 1300 133 717.

## Enquiries

To find out more, visit the TAFE Gippsland website, or contact TAFE Gippsland to express your interest.

## Course modules

## Course units

SITGDE002 Work as a Guide

SITXHRM001 Coach others in job skills

SITTTSL007 Process reservations

SITTTSL004 Provide advice on Australian destinations

SITXCOM002 Show social and cultural sensitivity

SITXWHS001 Participate in safe work practices

SITTTSL001 Operate online information systems

SITXCCS002 Provide visitor information

SITTTSL005 Sell tourism products and services

SITXFIN001 Process financial transactions

SITXCCS006 Provide service to customers

SITTTSL002 Access and interpret product information

SITTIND001 Source and use information on the tourism and travel industry

SITGDE005 Prepare and present tour commentaries or activities

SITTTSL006 Prepare quotations

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