

ENROL TODAY! PHONE: 0435 484 267

Are you ready to take the first step towards an exciting career change, or maybe start your own home-based travel business? Then this is the right course for you!



Certificate III in Travel (SIT30216) – Online

AFTA National Travel Industry Award Winners (2017)

Subjects (17 units of competency to gain your qualification)

SITTIND001	Source and use information on the tourism and travel industry
SITXWHS001	Participate in safe work practices
SITXCCS006	Provide service to customers
SITXCOM002	Show social and cultural sensitivity
SITTTSL004	Provide advice on Australian destinations
SITTTSL001	Operate an online information system
SITTTSL003	Provide advice on international destinations
SITTTSL002	Access and interpret product information
SITTTSL005	Sell tourism products and services
SITTTSL006	Prepare quotations
SITTTSL008	Book supplier products and services
SITTTSL009	Process travel-related documentation
SITTTSL010	Use a computerised reservations or operations system
SITTTSL011	Source airfares for domestic flights
SITTTSL012	Construct normal international airfares
SITTTSL013	Construct promotional international airfares
SITTTSL014	Construct advanced international airfares

About your Trainer

1 Education only offers this qualification through our industry specialist training partner, Travel Training Australia (TTA). TTA is the 2017 AFTA National Travel Industry Award Winner for the Best Registered Travel Training Institution, voted by the Travel Industry!

You will learn from travel industry experts and award-winning trainers who know exactly what you need to succeed in the industry. Travel Training Australia is renowned for high quality and standards, exceptional customer service and trainers who really know the travel industry and want to share their expertise to help you succeed in the industry.

Qualification and Accreditation Outcomes

On successful completion of this program you will be awarded a nationally recognised qualification, the 'Certificate III in Travel' (SIT30216), issued by 1 Education (RTO #6639).

Graduates of the Certificate III in Travel are highly regarded by the travel industry and this qualification is endorsed by ATAS (AFTA Travel Accreditation Scheme).

Travel Training Australia is an AFTA Accredited Training Provider so you can be assured of the highest quality training and customer service experience.

Potential Job Outcomes

The travel industry is constantly changing and evolving and it's a great time to become a Travel Advisor, Personal Travel Consultant, Itinerary Designer, Luxury Travel Planner, Travel Concierge, Corporate Consultant, Airline Sales or Reservations Agent or Wholesale Consultant just to name a few exciting job roles and opportunities. Opportunities also exist to operate your own home-based travel business.

We suggest you speak to your Trainer regarding the best opportunities to suit your goals and lifestyle situation.

Course Contents

With Travel Training Australia you will learn all about exciting new trends in the ever-changing travel and tourism industry and get (or refresh) the essential skills you will need in customer service, smart selling, reservations, Amadeus and advanced airfare construction.

You will enjoy a specialised bespoke course that includes up to date, relevant and 'real' training. It is designed and written in-house at Travel Training Australia by travel professionals and airfare experts to give you the best possible training and practical experience to be job ready for your new career.

There is also the opportunity to join a host agency and run your own home-based travel business or you can pursue a variety of careers in the travel industry.

During this program you will enjoy access to exclusive travel industry technology platforms for extensive practical training. The course is hands-on with a strong practical focus and there is **no work placement requirement** as a compulsory component of the course.

You will learn from travel industry experts and award-winning trainers who know exactly what you need to succeed in the industry. Theory and Practical Assessment tasks are conducted online, at your own pace and are studied in a logical sequence that reflects the job role so making it easier for you to understand the big picture.

You will have access to a live travel industry Client Management System to administer client files and you will also have exclusive access to Airfare Consolidation training.

You won't use any old-fashioned and out of date Air Tariff Manuals when you learn how to construct airfares – you will learn using the latest systems and processes. With Travel Training Australia you will use a live Amadeus GDS training platform which is far more superior than the widely used e-learning system.

With Travel Training Australia you can practice making complex airline bookings and create the most competitive airfares using the latest technology available. All these specialized features ensure you receive the most up-to date and relevant travel training available on the market today.

Study Mode and Course Duration:

This course is an independent, online program, where you can learn at your own pace, but as a general guideline, if you are able to commit 20 hours per week to your studies, you could complete the entire course within a 6-month period.

Alternatively, you can elect to complete the course over 12 months at just 10 hours study per week as a general guide.

You will be given 12 months to complete your qualification, however, minor extensions are granted at no cost if required. Affordable course extension options are available if longer extensions are required.

If you are already familiar with some of the content, or are able to dedicate more hours each week, then you can easily fast-track the learning and assessment and finish the course in less than 6 months. On enrolment, you will receive a tailor-made, Individual Learning Plan to reflect your preferred course duration.

Entry Requirements / Minimum Age:

There are no specific entry requirements for this course in terms of past studies and qualifications, however you must have successfully completed year 10 (or equivalent) with a satisfactory pass in English or have relevant experience and/or qualifications that indicate your ability to complete the course.

A good command of the English language is required as you will need to demonstrate satisfactory skills in verbal and written communication.

You must also be at least 16 years old. If you are under 18 your enrolment form must be signed by a parent or guardian.

Computer Skills and Requirements:

Our learning platform (Cloud Assess) is unique as you can use any smart device such as a smartphone, tablet, laptop or desktop PC to complete the course. We do however, recommend you use a desktop or laptop for Amadeus and Airfares training units. You will need Internet connection and relatively fast bandwidth. This can be through 3G/4G mobile networks or through WiFi where available. Cloud Assess is a web application that is optimised for use on mobile devices. This means you can use either an iOS, Android or windows devices with no restrictions.

Some assessments require Microsoft Excel and Word software to complete the tasks. Apple Mac running Parallels or Microsoft Word for Mac (Version 15.33 recommended) will enable you to access this software. If you are using a tablet or other mobile device, we encourage you to speak with us to discuss other options available to you.

General (Minimum) Computer Specifications Needed:

Microsoft Office 2010 (Recommended)

Adobe Reader 2017 or equivalent

Adobe Flash Player 10 or higher

Printer/Scanner

2GB Ram (4GB recommended)

Microsoft Windows user:

Microsoft Windows 10 (Recommended)

Apple Mac User:

OS X 10.xx (Recommended)

Recording devices:

You will be required to upload voice recordings in some assessment tasks so access to a smartphone with a recording App such as Voice Memo (Iphone), Voice Recorder (Android), I-talk or similar is recommended. Alternatively, you can use a Desktop or Laptop using either QuickTime Player or Voice Recorder to record the answers when necessary.

A video recording device (smartphone is acceptable) and associated software will be required to record, save and upload videos.

You may need to access software such as Windows Media Player, Adobe Reader to view online videos and images. These can be found on the internet and downloaded for free.

You will need basic computer skills including the ability to:

- Create, save and edit Microsoft office documents (including Word, Excel)
- Access and search the Internet
- Download and save documents from a variety of websites
- Record and save an audio message and/or video using a Smartphone or mobile device
- Upload recordings from a mobile device to your computer
- Upload files and images onto the Learning Management System
- Access Dropbox links

Recognition of Prior Learning and Credit Transfer

All 1 Education students are provided with an opportunity to claim any advanced credit for their past studies or life experiences where that experience overlaps with the subjects contained in the course we are offering.

You will be asked to consider whether you would like to apply for any Recognition of Prior Learning (RPL) at the time of your enrolment, at which time, a self-assessment will be made available for you to complete. Please note that recognition of prior learning has no impact on course fees.

If you already hold the exact units of competency or an approved equivalent unit of competency to any of the units contained in your course then you will be given credit for that unit/s under national mutual recognition guidelines. This is called a Credit Transfer and any credit transfer issued may reduce the overall cost of your course.

Support Services

Your approved training provider, Travel Training Australia, will remain on-call throughout your studies and you will also receive periodic contacts from your Trainer to talk through course content and assessments, and any issues you might be having.

1 Education will also remain available to assist you with any issues not related specifically to your course studies, or in cases where an issue cannot be resolved between you and your Trainer.

Please remember that a detailed step-by-step guide for raising complaints and appealing an assessment decision, has been provided in the 1 Education Student Handbook, made available to you via the 1 Education website.

Language, Literacy and Numeracy:

We understand some people require more time than others to complete reading, writing and numeracy tasks. To ensure we have an accurate understanding of your support needs, we require you to complete a short LLN needs assessment during your enrolment process. We will then discuss any additional support or course modifications that might be required, with you if and as needed.

Further details can be found in the 1 Education Student Handbook or alternatively, contact us for more information.

Course Fees and Availability of Course Subsidies:

This program does attract some government funding assistance for some eligible Queensland-based students via the Certificate 3 Guarantee program, provided by Queensland Government.

Eligibility criteria for each student is as follows - the candidate must:

- not hold, or be already undertaking, a Certificate III or higher level qualification; (any certificate III level qualifications completed whilst at school ARE allowed and will not exclude you from accessing this funding);
- be 15 years of age or older and have finished secondary school or left school;
- be a Queensland resident;
- Be an Australian citizen or permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen).

Please see the Student Handbook for more information.

Course fees may vary between students, depending on whether any government subsidies are available. All fees will be clearly declared on your student enrolment form or contact 1 Education or Travel Training Australia for current pricing.

Please note that students will not be required to pay more than \$1,500 in advance of training services being provided.

Payment Options:

Students will be given the option to make payment via the following methods:

- Direct Credit Bank Transfer or
- Credit Card via PayPal (fees apply)

Convenient payment plan options are also available on request.

Study Pathway:

Whilst there are lower level qualifications that might be useful for some students to complete prior to commencing the Certificate III, the majority of students will choose to enter directly into the Certificate III in Travel. If you are uncertain about your readiness to study the program please talk with one of our friendly staff members and we can guide you on the best pathway for you.

Once you have graduated with your Certificate III in Travel, there are additional optional qualifications to pursue, to build on your skills and knowledge. The next 'industry-specific' qualification is the Certificate IV in Travel and Tourism or you might enrol directly into the Diploma of Travel & Tourism (this qualification is not currently offered by 1 Education).

A more general option might be for you to undertake the Certificate IV in Small Business Management or the Certificate IV or Diploma in Leadership and Management, depending on your intended career path. Your Trainer will be happy to discuss these options during your Certificate III studies.

Course Survey

All 1 Education students are required to complete a survey at the completion of their program to enable us to improve the experience for future students. We thank you in advance for your contributions.

More Information

For more information relating to various student-related policies and processes please refer to the Student Handbook, available in the 1 Education website - <http://www.1education.com.au/>

Contact Details

Phone: 0435 484 267 | Email: enquiries@1education.com.au

Internet: <http://www.1education.com.au/>

Certificate 3 Guarantee

Student fact sheet

What is the Certificate 3 Guarantee?

The Certificate 3 Guarantee supports eligible individuals to complete their first post-school certificate III level qualification and increase their skills to move into employment, re-enter the workforce or advance their career.

The program also supports school students to access training and Queensland's Year 12 graduates to transition to employment by providing free training in high priority qualifications.

What qualifications are subsidised?

Under the Certificate 3 Guarantee, the Queensland Government provides a subsidy for a range of certificate III level vocational qualifications.

Foundation skills training and lower-level vocational qualifications may also be subsidised in certain circumstances.

Are you eligible to participate?

The program is open to any Queensland resident aged 15 years or over who is no longer at school (with the exception of VET in Schools students) and is an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.

Prospective students must not have or be enrolled in a certificate III level or higher qualification, not including qualifications completed at school and foundations skills training.

How can you participate in the program?

It is important that you choose the right course for you to take full advantage of the program.

The Queensland Skills Gateway displays the courses available under the Certificate 3 Guarantee and provides information about what they cover, the careers they can lead to, and the training providers approved to deliver them — visit

www.skillsgateway.training.qld.gov.au/.

For information on choosing a training provider, read the [training consumer tips](#) on the department's Training website.

As a condition of your enrolment, you will be required to complete a student training and employment survey within three months of finishing or discontinuing your training.

What level of subsidy is available?

The subsidy represents the level of government contribution for a qualification, and varies between qualifications based on a number of factors.

The investment priority or importance of the training influences the size of the government subsidy.

Training in vocational areas that align with important economic and industry skills needs will receive a higher government subsidy.

A higher subsidy will also be paid to support participation by disadvantaged learners (concessional students). More information on concessional student status is detailed in the *Certificate 3 Guarantee Program Policy* at www.desbt.qld.gov.au/training/providers/funded/certificate3.



Do you need to contribute to the cost of training?

Given the benefits that training provides to individuals, students undertaking certificate III level training and non-concessional students undertaking lower-level vocational training are required to contribute to the costs of their training through a co-contribution fee.

The amount of your out-of-pocket expense will vary depending on the course you undertake and the training provider you choose.

The fee may be paid on your behalf by an employer or another third party, but cannot be paid or waived by the training provider or any organisation related to the training provider unless approved by the Department of Employment Small Business and Training.

The Queensland Government covers the full cost of training through the Certificate 3 Guarantee for high priority qualifications as part of [free tafe for Year 12 graduates](#).

More information

For more information on the Certificate 3 Guarantee, including eligibility requirements, subsidy information, concessional student status and program related documents, visit www.desbt.qld.gov.au/training/providers/funder/certificate3.