

TRAVEL & TOURISM



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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.



**WE MAKE IT
POSSIBLE**

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.

ENTRY REQUIREMENTS

Year 11 or equivalent certificate of senior secondary education.

Recommended English Level: IELTS 6.0 (with no individual band less than 5.0) or equivalent. (If the level of English is insufficient, a suitable course can be organised).

OTHER FEES

Administration Fee (Non-refundable):
> A\$ 200

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

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 January and ends in 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 |
| 2025 | | | 7 APR | 12 MAY | 30 JUN | 4 AUG | 22 SEP | 27 Oct |
| 2026 | 12 JAN | 16 FEB | 7 APR | 11 MAY | 29 JUN | 3 AUG | 21 SEP | 26 Oct |
| 2027 | 11 JAN | 15 FEB | 5 APR | 10 MAY | 28 JUN | 3 AUG | 20 SEP | 25 Oct |

Choice of subjects may be limited in mid-term intakes



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| Qualification | Subject | Competency / Description | Tuition Fee / Duration | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Certificate IV in Travel and Tourism (SIT40122) CRICOS Course Code 111693J | Services and Information | SITXCOM007 Show social and cultural sensitivity SITXCCS012 Provide lost and found services SITEEVT020 Source and use information on the events industry SITHIND006 Source and use information on the hospitality industry | A\$ 1,500 per term 3 Terms 9 months / 27 college weeks | |
| | ICT Presentations | BSBCMM411 Make presentations BSBTEC303 Create electronic presentations BSBTEC301 Design and produce business documents | | |
| | Client Relations | SITXCOM010 Manage conflict SITXHRM007 Coach others in job skills SITXWHS007 Implement and monitor work health and safety practices | | |
| | Customer Service | SITXCCS015 Enhance customer service experiences | | |
| | Australian & International Destinations | SITXCCS010 Provide visitor information SITTTVL001 Access and interpret product information SITTTVL002 Provide advice on international destinations SITTTVL003 Provide advice on Australian destinations | | |
| | Process Account | SITXFIN008 Interpret financial information | | |
| | Travel Agency Operations | SITTIND003 Source and use information on the tourism and travel industry SITTTVL004 Sell tourism products and services SITTTVL005 Prepare customer 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 (SIT50122) CRICOS Course Code 111694G | Work Operations | | SITXMG004 Monitor work operations SITXMG005 Establish and conduct business relationships |
| Workplace Diversity and Customer Service | | BSBTWK501 Lead diversity and inclusion SITXCCS016 Develop and manage quality customer service practices | | |
| Financial Budgets | | SITXFIN009 Manage finances within a budget SITXFIN010 Prepare and monitor budgets | | |
| Marketing Plan | | SITXMPR009 Coordinate production of brochures and marketing materials SITXMPR011 Plan and implement sales activities | | |
| Human Resources Management | | SITXHRM010 Recruit, select and induct staff SITXHRM012 Monitor staff performance SITXHRM009 Lead and manage people | | |
| Manage Online Risk | | SIRXOSM007 Manage risk to organisational reputation in an online setting | | |
| 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 (SIT60122) CRICOS Course Code 109444M | WHS and Regulations | SITXGLC002 Identify and manage legal risks and comply with law SITXWHS008 Establish and maintain a work health and safety system | A\$ 1,500 per term 2 Terms** 6 months / 18 college weeks | |
| | Marketing Strategy | SITTPPD017 Develop tourism products SITXMPR014 Develop and implement marketing strategies | | |
| | Business Plan | BSBOPS601 Develop and implement a business plans BSBOPS504 Manage business risk BSBWRT411 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 | | | | |

*Diploma of Travel and Tourism Management (SIT50122) has a total duration of 6 terms / 54 college weeks.

Students must complete the Certificate IV in Travel and Tourism (SIT40122) before progressing to Diploma of Travel and Tourism Management (SIT50122).

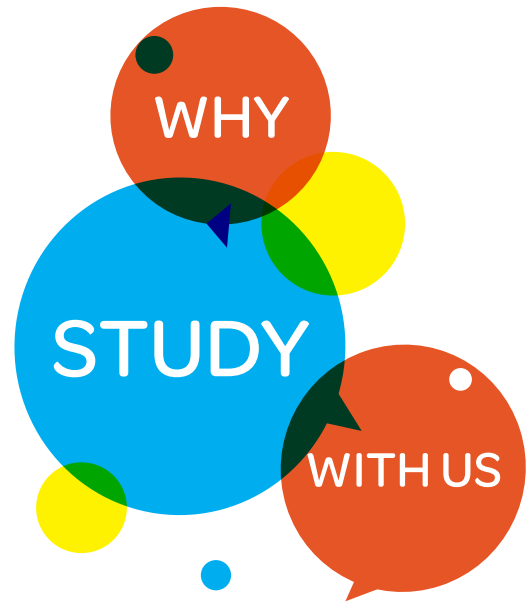
*Advanced Diploma of Travel and Tourism Management (SIT60122) has a total duration of 8 terms / 72 college weeks.

Students must complete both Certificate IV in Travel and Tourism (SIT40122) and the Diploma of Travel and Tourism Management (SIT50122) before progressing to Advanced Diploma of Travel and Tourism Management (SIT60122).

AUSTRALIA SINGAPORE

Clarendon Business College is an Academies Australasia college. Academies Australasia Group Limited has been operating for more than 116 years and listed on the Australian Securities Exchange for more than 47 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, and Bachelor Degrees.



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academies.edu.au

LONG HISTORY

ESTABLISHED MORE THAN 116 YEARS AGO

ACCREDITED QUALIFICATIONS

NATIONALLY RECOGNISED

QUALITY TEACHING

PASSIONATE TEACHERS WHO ARE PROFESSIONALS IN THEIR FIELD

EXCELLENT FACILITIES AND STUDENT SUPPORT

GREAT LEARNING ENVIRONMENT

STUDENTS FROM AROUND THE WORLD

TENS OF THOUSANDS OF STUDENTS FROM MORE THAN 135 COUNTRIES HAVE STUDIED WITH US

UNIVERSITY PATHWAYS

ARTICULATIONS WITH SEVERAL UNIVERSITIES
CREDITS SAVE TIME AND MONEY