



SIT30107 Certificate III in Tourism

So what exactly is a Certificate III in Tourism?

Great question! The *Certificate III in Tourism* course is for people who want employment as a retail travel consultant working in one of a range of tourism industry enterprises. You will learn practical retail travel skills, sales and operational skills, reservations skills incorporating the Galileo booking and reservation system which will enable you to work in the domestic or international sector. It will also provide you with a pathway to further studies in Tourism.

The *Certificate III in Tourism* is a terrific course if you want to consolidate, or get recognition for your fundamental knowledge, and covers topics such as: computing technology, itinerary planning, teamwork, problem solving, event registration, time management, occupational health and safety, event registration, sales, customer service and planning.

Sounds great. What jobs can I get if I have a Certificate III in Tourism?

If you want a job in the tourism industry, particularly working for a travel agent, this course is an excellent choice. Here are some possible jobs you might be interested in:

- Junior travel consultant
- Reservation agent
- Corporate travel consultant
- Online travel consultant
- Sales consultant
- Tour guide co-ordinator.

What types of skills will I gain from a Certificate III in Tourism?

This course provides you with the knowledge and skills to contribute effectively within a team environment.

- **Communication and team building:** with clients and other people in your workplace
- **Innovation and problem solving:** working towards improving your business and workplace

- **Planning and self-management skills:** monitoring and improving your performance and workflow, and working towards team effectiveness
- **Learning:** setting and achieving goals and understanding more about your business and training needs
- **Technology:** Use of the Galileo booking and reservation system.

Sounds exciting. How do I actually take the course?

EIM Training can provide you with a choice of delivery formats. Simply choose the one that suits you best:

1: Traditional classrooms, face-to-face with an EIM Training Instructor. These sessions are dynamic and fun and in your local EIM campus.

2: Self-paced, distance learning, where you set the pace, with direct access to an allocated trainer via email and phone support.

3: A combination of face-to-face and/or distance training. Choose the style, the time frame and the speed at which you study. This gives you the greatest flexibility to build this qualification around your life.

The assessments take place throughout the course and consist of tutorial work and individual assignments. Case studies are also used to help make the experience more relevant to each student.

What other qualifications do I need before I enrol?

There are no prerequisites for this qualification, but before you enrol in a *Certificate III in Tourism*, you might need to demonstrate that you're ready for the material we will be covering in the course. If you have a *Certificate II in*

Tourism then you definitely are ready, but even if you can show a level of competency, through work experience, job descriptions, or an appropriate qualification, then you're ready for the next step!

So what does the course cover exactly?

The course comprises of 15 units: 5 core units, plus 10 elective units. All units are competency based and you are assessed as you progress through each part, so you

know how you are going at each step of the way. Once you finish the last unit successfully, you will attain a *Certificate III in Tourism*. It's that easy!

Units you can train face-to-face at our campus include:

Core Units

- SITIND001A Develop and update tourism industry knowledge
- SITXCCS001A Provide visitor information
- SITXCOM001A Work with colleagues and customers
- SITXCOM002A Work in a socially diverse environment
- SITXOHS001A Follow health, safety and security procedures

Elective Units

- SITXADM001A Perform office procedures
- SITXCOM003A Deal with conflict situations
- SITTTSL005A Sell tourism products and services
- SITTTSL002A Access and interpret product information
- SITTTSL004A Communicate on the telephone
- SITTTSL007A Receive and process reservations
- SITTTSL008A Book and coordinate supplier services
- SITTTSL009A Process travel related documentation
- SITTTSL006A Prepare quotations
- SITTTSL010A Control reservations or operations using a computerised system*
(Incorporating Galileo)

What study pathways can I pursue once I've achieved a Certificate III in Tourism?

Once you have a *Certificate III in Tourism*, you can choose to progress on to a *Certificate IV in Tourism* (SIT40207), or other qualifications in the Tourism, Hospitality and Events Training Package (SIT07). You can also explore a wide range of other Certificate IV qualifications to supplement

your tourism qualification. Contact EIM Training if you are interested in any other courses. We have course information similar to this one that explain our Certificate IV courses in more detail.

I want to do it. How can I pay for the course?

Pay As You Go: Pay a deposit and then have the rest deducted from your credit card or account each month over a 6 to 12 month period. In most cases, you will have your certificate before you have even paid for your course in full (refer to payment terms and conditions for more details).

For more information, contact your nearest campus : Robina 1300 765 064; Hervey Bay (07) 4124 6422

Information correct at time of printing. Course content, prices, dates and times are subject to variation.