

Dual Qualification Program

Certificate III in Tourism
SIT30107
&
Diploma of Management
BSB51107



Tourism Program

So what exactly is involved in the Tourism Program?

The Tourism Program combines the Certificate III in Tourism and Diploma of Management to equip you with the skills and knowledge to work in the tourism industry.

The Certificate III in Tourism course is for people who want to learn:

- teamwork
- problem solving
- event registration
- time management
- customer service
- practical retail travel skills
- computing technology
- itinerary planning
- sales and operational skills and reservation skills



The Certificate III in Tourism program incorporates the bookings and reservation system "Galileo" which will enable you to work in the domestic or international tourism sector.

The Diploma of Management will allow you to build on the skills from the Certificate III in Tourism you have completed and will assist you to develop effective management and leadership skills in the tourism industry. You will gain the skills to coach, facilitate and develop team cooperation within an organisation. This course will provide you with the capabilities and knowledge to manage a business, which is perfect if you are looking to improve your career prospects within the tourism industry, or go on to further study at university.

What jobs can this program lead to?

This program will equip you with a wide range of skills and knowledge to work in the Tourism industry. Here are some of the possible jobs you might be interested in:

- Travel consultant
- Supervisor (travel industry)
- Reservation agent
- Tour desk consultant
- Sales consultant
- Tour Guide
- Domestic/International travel agent

What does the course cover exactly?

The program includes 2 qualifications: Certificate III in Tourism and Diploma of Management. Certificate III in Tourism comprises of 15 units: 5 core units, plus 10 elective units. The Diploma of Management comprises of 8 units: 5 Group A electives, plus 3 Group B electives. All units are competency based and you are assessed as you progress through each unit, so you know how you are going at each step of the way.

Certificate III in Tourism:

Core Units			
SITTIND001A	Develop and update tourism industry knowledge	SITXCOM002A	Work in a socially diverse environment
SITXCCS001B	Provide visitor information	SITXOHS001B	Follow health, safety and security procedures
SITXCOM001A	Work with colleagues and customers		
Elective Units			
SITXADM001A	Perform office procedures	SITTTSL007A	Receive and process reservations
SITXCOM003A	Deal with conflict situations	SITTTSL008A	Book and coordinate supplier services
SITTTSL005A	Sell tourism products and services	SITTTSL009A	Process travel related documentation
SITTTSL002A	Access and interpret product information	SITTTSL006A	Prepare quotations
SITXCOM004A	Communicate on the telephone	SITTTSL010A	Control reservations or operations using a computerised system* (Incorporating Galileo)

Diploma of Management:

Group A Elective Units

BSBMGT502B	Manage people performance	BSBCUS501B	Manage quality customer service
BSBMGT515A	Manage operational plan	BSBWOR502B	Ensure team effectiveness
BSBPMG510A	Manage projects	BSBOHS509A	Ensure a safe workplace

Group B Elective Units

BSBMKG502B	Establish and adjust the marketing mix	BSBHRM506A	Manage recruitment, selection and induction processes
BSBSMB404A	Undertake business planning		



Why choose the private alternative to TAFE?

EIM Training will provide you with far more than the dual qualification and industry knowledge included in this Tourism Program, because at EIM Training you will also gain the important personal development skills that will set you up for a very successful career!

What can EIM Training offer you?

- Support in job placement
- Students will be trained by industry current professionals
- Resume preparation and job searching skills
- MyDesk - your own personal desktop that can be accessed from any computer in the world, with all the latest Microsoft Office Software available to you, which means you don't have to spend hundreds of dollars purchasing it yourself.
- Personal development - which includes Motivate and the Power of Influence, these courses have been specially designed by EIM Training for the benefit of their students.
- RSA (Responsible Service of Alcohol) - RSA Training will be incorporated in to the program for all students to help them in gaining employment.

The Power of Influence:

You will learn how to positively influence yourself, which means you will increase your confidence in who you are, what you can, and will achieve. You will then learn how to positively influence others – successful people in the world know this is the most important skill you will ever learn, and yes anyone can learn how to do it, you just need to receive the training – we like to think of it as, martial arts for the brain.

Motivation:

Goal setting is far more than just writing down a to do list, as motivation has to come from the want and desire to achieve. You will learn how to set goals that are important and valuable to you. You will set your goals and be given the tools to achieve them.

What types of skills will I gain from doing the dual qualification?

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

- Communication and team building: Communicating with business contacts to promote the goals and objectives of the business obtaining feedback from colleagues and clients
- Problem solving: Accessing and assessing information for accuracy and relevance developing strategies for minimising risks. Identifying networking opportunities and developing operational strategies to ensure the viability of the business
- Initiative and Enterprise: Instigating new or different work practices to improve productivity or service delivery
- Planning and self-management skills: Allocating work to meet time and budget constraints. Developing plans and schedules. Prioritising tasks.
- Learning: Participating in professional networks and associations to obtain and maintain personal knowledge and skills. Systematically identifying learning and development needs.
- Business technology: using business technology to access, organise and monitor information

How do I actually take the course?

EIM Training's Tourism Program will be commencing in February 2012 and is delivered in the training room as face-to-face learning with an EIM Training Instructor.

Certificate III in Tourism will run for 12 weeks, 3 days per week from 9am to 3pm. Once you have completed the Certificate III there will be a 2 week break before commencing the Diploma of Management. The Diploma of Management runs for 20 weeks, 3 days per week from 9:00am to 3:00pm. Within 8 months you will have your Certificate III in Tourism and Diploma of Management!



What study pathways can I pursue once I've completed the Tourism Dual Qualification Program?

Pathways to University:

If you are interested in continuing your study EIM Training has formed articulation pathways with a range of universities including Southern Cross University, Griffith University and Central Queensland University. You will need to have completed your Diploma of Management before you apply to any university under the articulation arrangements. Each university will assess each application individually and you will receive credits towards your undergraduate degree. The credits received could create a saving up to \$8,000.00 in University fees. By completing two qualifications and a degree e.g. a Certificate III, Diploma and a Degree this will give you a competitive edge in the job market.

*Terms and conditions apply to each university and pathway.

I want to do the program, what are the fees and how can I pay for it?

EIM Training offers all of our courses on monthly payment plans of either 6, 12 or 18 months. All programs require a \$250.00 deposit fee prior to course commencement to secure your place in the course. The remainder of the balance is then deducted from your account or credit card on a monthly basis. Payment plans are flexible and can be entered into weekly or monthly agreements. Please see EIM Training's fees, charges and refunds policy for more details.

Program Fees:

- **6 month payment plan = \$791.60 per month**
Total course cost = \$5,000.00
- **12 month payment plan = \$437.50 per month**
Total course cost = \$5,500.00
- **18 month payment plan = \$319.40 per month**
Total course cost = \$6,000.00

For additional information or to book your place in the **Tourism Program** please contact your local campus:

Gold Coast - (07) 55 75 75 75

Wide Bay - (07) 4124 6422

or visit our website at
www.eim.edu.au.

Other dual qualification programs offered at EIM Training:

Business Management Program
Certificate III in Business
&
Diploma of Management

Children's Services Program
Certificate III in Children's Services
&
Diploma of Children's Services
(Early Childhood Education and Care)

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

