

# Diploma of Travel and Tourism Management

COURSE CODE	SIT50116
LOCATIONS	Warrnambool
STUDY MODE	Full-time, On Campus
Length	9 months
Commencement	February 2021
Timetable	2 days a week

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## Course Overview

*This section gives you an introduction to what you will be learning in this course, plus course outcomes, career opportunities, and student support.*

### Study from home during COVID-19 restrictions

Whilst we pride ourselves on our hands-on training, we have had to adjust most of our courses for study from home and remote learning during the COVID-19 restrictions. This means courses will be delivered using a range of methods including online learning, virtual classrooms, workbooks and direct contact with your teacher.

Given the government restrictions that are now in place to reduce the spread of coronavirus in Australia, we expect this new model of study will continue until the government makes changes to these restrictions.

## Introduction

This qualification reflects the role of a highly skilled senior operators, who use a broad range of tourism or travel skills combined with managerial skills and sound knowledge of industry operations to coordinate travel or tourism operations.

This qualification provides a pathway to work in many travel and tourism industry sectors, as a departmental or small business manager. The diversity of employers includes travel agencies, tour wholesalers, tour operators, inbound tour operators, tourist attractions, visitor information centres, and other tourism businesses.

## Course Outcomes and Career Opportunities

Graduates can seek employment in product development, tourism operations, retail travel, reservations, visitor information, events, conferences and festivals.

## Pathways

This may offer a pathway to a Bachelor level course in the Tourism and Travel field.

## Placement

Significant amounts of work placement are built into our training which provides students with vital networks and real life experiences. In addition, students have the opportunity to complete and independent placement with an employer of their choice.

## Information Session

Why don't you come along to our next course info session to find out everything you need to start your learning journey? You can chat with our teachers, tour our facilities, learn more about the course, find out about the application process and get your questions answered by our course experts.

[Find the next info session near you](#)

## Course Requirements

*This section gives you an overview of entry requirements, course units and electives, skills recognition, and assessment criteria.*

### Entrance requirements & pre-requisites

To apply for this course, you must have successfully completed the Certificate IV in Travel and Tourism as units from this course credit directly into the Diploma of Travel and Tourism Management.

You must also provide a valid Working with Children Check and Police Check.

## Units offered

### Core Units

Unit Code	Unit Name	Unit Hours	Unit Consumables
BSBDIV501	Manage diversity in the workplace	60	\$0.00
SITTIND001	Source and use information on the tourism and travel industry	25	\$0.00
SITXCCS007	Enhance customer service experiences	40	\$0.00
SITXCCS008	Develop and manage quality customer service practices	30	\$0.00
SITXCOM005	Manage conflict	20	\$0.00
SITXFIN002	Interpret financial information	60	\$0.00
SITXFIN003	Manage finances within a budget	30	\$0.00
SITXFIN004	Prepare and monitor budgets	30	\$0.00
SITXHRM003	Lead and manage people	60	\$0.00
SITXMGT001	Monitor work operations	20	\$0.00
SITXMGT002	Establish and conduct business relationships	60	\$0.00
SITXWHS003	Implement and monitor work health and safety practices	30	\$0.00

### Elective Units

Unit Code	Unit Name	Unit Hours	Unit Consumables
SITTTSL002	Access and interpret product information	65	\$0.00

SITTTSL003	Provide advice on international destinations	45	\$0.00
SITTTSL004	Provide advice on Australian destinations	40	\$0.00
SITTTSL005	Sell tourism products and services	35	\$0.00
SITTTSL006	Prepare quotations	30	\$0.00
SITTTSL008	Book supplier products and services	20	\$0.00
SITTTSL009	Process travel-related documentation	26	\$0.00
SITXCCS002	Provide visitor information	35	\$0.00
SITXCRI001	Respond to a customer in crisis	30	\$0.00
SITXEBS002	Develop, implement and monitor the use of social media in a business	40	\$0.00
SITXGLC001	Research and comply with regulatory requirements	80	\$0.00

## Assessment

This course involves accredited units. You will be required to complete assessment tasks to demonstrate your underpinning knowledge, skills and attributes to meet the course outcomes. A combination of written, oral and practical assessment strategies will be used in either a classroom, online or workplace environment.

Where units require demonstration of skills in a workplace environment, you will have the opportunity to do this either in your own workplace (where appropriate), through a practical placement, or by using one of the Institute's simulated workshops/classrooms. Detailed information about the types, conduct and dates of assessments will be provided in advance. You will also be provided with information about the opportunity for reassessment and appeal.

## After applying

Once you have applied for your chosen course, you will receive a thank you email from South West TAFE with a few steps to help process your enrolment.

### Complete a Pre-Training Review

You will receive an email to complete a Pre-Training Review online evaluation. This evaluation helps us tailor your training to suits your needs.

### Create or provide a Unique Student Identifier (USI)

A USI is a nationally recognised reference number that provides an online record of your training qualifications gained in Australia.

[Create your USI](#)

Already have a USI but can't remember it? [Find your USI](#)

### Skills recognition

If you have experience or prior qualifications, you may be eligible to apply for [recognition of prior learning](#) and gain credits. You will be asked to provide any relevant Statement of Attainment to support identified credits.

## Fees

*This section gives you an overview of course fees, subsidies, and how they can be paid.*

## Course Fees

Here's an outline of fees and costs associated with your course.

Your fees each year can be made up of 3 different elements. Everyone has different circumstances that can affect what you pay and how much you pay. :

1. Tuition fees - charged as an hourly rate that varies from course to course. A large portion of the tuition is subsidised by the Victorian Government for eligible students.
2. Resource and/or materials costs - covers the cost of materials and other incidentals. This fee will vary according to the course being undertaken.
3. Booklist items - such as textbooks, equipment and stationery recommended for your course

## Tuition fees

There are 4 different rates of tuition fees. Only one will apply to you (depending on your eligibility and circumstances).

1. Government Subsidised Fee - you could be eligible for a government-subsidised rate under the Skills First funding depending on your age, educational history, and citizenship or residency status. If you are eligible, the government will contribute to the cost of your training. [Check your eligibility](#)
2. Government Subsidised Concession Fee - If you are eligible for a Skills First government-subsidised place and hold a current healthcare or pension card, that you can provide at enrolment. You may be eligible for the concession rate. [Find out more about concession rates](#)
3. Free TAFE - Students who are eligible for Victorian government-subsidised training will not pay course tuition fees for the duration of their enrolment in this course, however, there may be some consumable/material fees for the course (find out more below). Any resource or material costs, or booklist items for this course are listed in the table below.
4. Full fee - If you are not eligible for a Skills First government-subsidised place, exemption, concession or are enrolling in a course that isn't government-subsidised, you may be required to pay the full fee rate.

### FIND OUT MORE ABOUT FEES AND ELIGIBILITY

The fees listed below are indicative only and may be subject to change without notice and given individual circumstances. Your actual fees will be calculated based on your individual circumstances at the time of enrolment. Funding made available to eligible individuals by State and Commonwealth Governments. If funding is utilised, this may affect future opportunities to access additional funding in the future.

Course fees by student type	Indicative Course Fee
Government subsidised rate (if eligible)	\$5,115.00
Full fee rate (if not eligible for govt subsidy)	\$5,115.00

  

Additional course fees	Indicative Course Fee
Course consumable/materials (approximate)	\$950.00

## Resource and/or materials costs

Some courses require specific resources or materials necessary for your study eg: tools of the trade, excursions, etc. Final costs will be determined and discussed with you prior to enrolment.

## How do I pay my fees?

Once we have processed your enrolment form, you will receive an email with your invoice.

You have [three options when organising your payment](#):

1. [Upfront payment](#) - can be made over the phone with EFTPOS
2. [Payment plan](#) - can be directly debited from your bank account, debited from your Centrelink payments or via a [VET Student Loan](#) (for diploma or advanced diploma courses only)
3. [Paid by employer, school or job network agency](#) - if your fees are being paid by your employer, school or job network agency, you will need to complete an Authority to Invoice form.

Payments will need to be arranged within five(5) business days of receiving the email containing your invoice.

We also offer a range of [scholarships](#) each year which you may be eligible to apply for to assist with course fees.

## Next Steps

*Ready to take the next step? Here you can make an enquiry, attend an information session or begin the application process.*

## Careers and Course Advice

Not sure which course is right for you? South West TAFE will help you find your way.

Our [Pathfinders Skills and Jobs Centre](#) is here to support you. Whether you're exploring career options, transitioning from school to the workforce or looking to study after school we're here to help you. Call, email or drop in.

Call 5564 8515 or email [skillsandjobscentre@swtafe.edu.au](mailto:skillsandjobscentre@swtafe.edu.au)

## How to apply

There are [five simple steps to apply for a course](#) with us.

1. **Apply** - [complete a short online application form](#). Once this form is submitted we'll send you a thank you email.
2. **Get ready** - your thank-you email will contain links to a pre-training review, to a unique student identifier and to government-subsidised training eligibility.
3. **Chat with your teacher** - your teacher or course specialist will contact you about your Pre-Training Review outcomes and additional course information.
4. **Enrol** - after chatting with your teacher, you will receive an email with your enrolment form and a link to verify your identity.
5. **Sign** - once you've completed your enrolment, you will receive a declaration form to review and sign.

If need any assistance with applying, [contact our Customer Service team](#) on 1300 648 911 or [visit your nearest campus](#).

## Student Support

As a SWTAFE student, you can access a variety of support services that will enhance your study experience and help you complete your studies successfully. For more information about any of these services, [visit our student page](#).