

Certificate III in Tourism (Traineeship)

COURSE CODE	SIT30116
LOCATIONS	Workplace training
STUDY MODE	Full-time, Part-time, Traineeship
Length	12 months
Commencement	Apply any time
Timetable	Workplace training and assessments

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 traineeship is the perfect starting place for you to begin your career in the travel and tourism industry.

During this traineeship, you will develop a broad range of hands-on skills in tourism service, sales or operational skills and gain a sound knowledge of industry operations to coordinate tourism services.

We offer training to a diverse range of employers through a combination of on-the-job training with your employer and workplace visits from our trainers.

This course also allows for multi-skilling and specialisation in the office-based roles involving the planning and coordination of tourism services, or roles in the field where products are delivered.

What will I Learn?

During this traineeship, you will develop practical hands-on skills and experience in the tourism industry through on-the-job training and workplace assessments.

During this course, you will learn skills and knowledge in:

- providing tourism service
- sourcing and using the information on tourism and travel industries
- sales
- industry operations
- coordinate tourism services
- discretion and judgment
- using plans, policies and procedures to guide work activities

We offer a range of elective units to suit the area of the tourism that you are undertaking your traineeship in. These may include:

- visitor information

- databases
- selling tourism products and services
- event staging support
- event registrations
- responsible service of alcohol
- social media
- accommodation and reception services.

Course Outcomes and Career Opportunities

Upon completion of this traineeship, you will be equipped with the skills and knowledge to gain work in a variety of tourism sectors and employers including tour operators, inbound tour operators, visitor information centres, attractions, cultural and heritage sites, and any small tourism business.

Possible job outcomes include:

- adventure tourism guide
- attendant or senior ride operator in an attraction or theme park
- booking agent
- cellar door salesperson and guide in a winery
- customer service agent
- guide and salesperson in an Indigenous cultural centre
- inbound tour coordinator
- marine tourism guide or dive tour operator
- museum attendant
- operations consultant for a tour operator
- reservations sales agent sales consultant
- visitor information officer

Pathways

After successful completion of this traineeship, you may choose to advance your skills and continue to study in the tourism and travel industry.

This course meets the entry requirements for the Certificate IV in Travel and Tourism unit upgrade. The five-unit course is completed over 6 weeks and allows students who have completed the Certificate III in Tourism to easily upgrade their qualification to a Certificate IV.

Course Requirements

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

Entrance requirements & pre-requisites

You need to be employed as a trainee in the tourism and travel industry with a registered employer before commencing this course.

If you are currently **not** employed in this field, please contact the [Pathfinders Skills and Jobs Centre](#) for further advice on 1300 648 911.

Apprenticeship/Traineeship Entry Requirements

You need to be employed in this field before commencing this course. If you are currently not employed in this field please contact the [Skills and Jobs Centre](#) for further advice on 1300 648 911.

Course requirements

To be eligible for this qualification, you must successfully complete 15 units: 4 core and 11 elective.

Units offered

Core Units

Unit Code	Unit Name	Unit Hours	Unit Consumables
SITTIND001	Source and use information on the tourism and travel industry	25	\$0.00
SITXCCS006	Provide service to customers	25	\$0.00
SITXCOM002	Show social and cultural sensitivity	20	\$0.00
SITXWHS001	Participate in safe work practices	12	\$0.00

Elective Units

Unit Code	Unit Name	Unit Hours	Unit Consumables
HLTAID003	Provide first aid	18	\$50.00
SITEEVT002	Process and monitor event registrations	60	\$0.00
SITEEVT003	Coordinate on-site event registrations	40	\$0.00
SITEEVT004	Provide event staging support	31	\$0.00
SITHFAB002	Provide responsible service of alcohol	10	\$0.00
SITTSL001	Operate online information systems	40	\$0.00
SITTSL002	Access and interpret product information	65	\$0.00
SITTSL005	Sell tourism products and services	35	\$0.00
SITTSL013	Construct promotional international airfares	40	\$0.00
SITXCCS002	Provide visitor information	35	\$0.00
SITXEBS001	Use social media in a business	35	\$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 suit 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. [Find out more about subsidised training](#)
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. [Find out more about Free TAFE](#)
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)	\$3,070.00

Concession rate	\$615.00
Full fee rate (if not eligible for govt subsidy)	\$7,435.00
Additional course fees	
Indicative Course Fee	
Course consumable/materials (approximate)	\$1,150.00

This is a Free TAFE course

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). The consumable fees for this course are listed in the above table.

[Find out more](#) or chat with our Customer Service team on [1300 648 911](tel:1300648911), or visit a [SWTAFE Campus](#).

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 upon 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 Careers Coaches at the [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

How to apply for an apprenticeship or traineeship

There are five simple steps to apply for an apprenticeship or traineeship with us.

1. **Find a job** - find a job as an apprentice or trainee through an Apprenticeship Centre or Group Training Company.
2. **Register** - register with an Australian Apprenticeship Support Network (AASN) and nominate SWTAFE as your training provider (your employer will usually do this for you).
3. **Complete a pre-training review** - SWTAFE staff will contact you to organise your Pre-Training Review once your AASN contract registration is complete.
4. **Enrol** - complete the enrolment form provided to you and provide your identification.
5. **Sign** - once you've completed your enrolment form and verified your identification you will receive your student declaration form to review and sign. You can sign this digitally via your smartphone, computer or tablet.

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](#).