



Career Training Institute of Australia (CTIA) is a multi-award winning Registered Training Organisation (RTO) that specialises in delivering Hospitality and Tourism training throughout Queensland. We pride ourselves on high completion rates and, as an organisation, go to great lengths to ensure students obtain the essential (or underpinning) knowledge of the course they are undertaking. CTIA is pleased to be offering the following qualifications to *eligible job seekers via the Productivity Places Program.

Qualification (Government Funded)

Qualification Title / Description (see below for subject list)	Code
Certificate II in Tourism <ul style="list-style-type: none"> This course includes approximately 80 hours of face to face training, and will require some self-paced learning. 	SIT20107

The Productivity Places Program is a core element of the Australian Government's Skilling Australia for the Future policy. It aims to address higher level skill shortages and increase workforce participation and productivity. The Productivity Places Program is a joint initiative between the Australian and State/Territory Governments.

Eligibility for Funding

* To be eligible for one of our limited number of Productivity Places, you must be a resident of Queensland, who is either:

- Y An Australian Citizen; or
- Y A permanent resident of Australia; or
- Y A Humanitarian Refugee; **and ...**
- Y Not currently in paid employment (**NB: Open to all job seekers whether in receipt of income support from Centrelink or not. Also now open to job seekers aged 15 to 19 years who are working under 15 hours per week**);
- Y Not a full-time student.

Certificate II Tourism – Subject List

Code	Unit (Subject) Name
SITXCOM001A	Work with Colleagues & Customers
SITXCOM002A	Work in a Socially Diverse Environment
SITXOHS001B	Follow Health, Safety & Security Procedures
SITTIND001B	Develop & Update Tourism Industry Knowledge
SITXCCS001B	Provide Visitor Information
SITXCOM004A	Communicate on the Telephone
SITXFIN001A	Process Financial Transactions
SITTGDE001A	Work as a Guide
SITTGDE004A	Lead Tour Groups
SITTGDE006A	Prepare & Present Tour Commentaries or Activities
SITTGDE007A	Develop & Maintain the General & Regional Knowledge required by Guides

See your Employment Consultant if you wish to enrol, or talk to CTIA direct.

Where can I use Tourism Qualifications?

Y Backpacker Resorts	Y Tourist Attractions
Y Hotels / Motels / Resorts	Y Caravan & Tourist Parks
Y Bed & Breakfast / Farmstay Operators	Y Local / Regional Tourism Organisations
Y Convention / Event Organisers	Y Museums & Galleries
Y Theatres / Entertainment Venues	Y Travel / Tourism Agencies / Wholesalers
Y Wineries	Y Local & State Government Tourism Dept's
Y Amusement / Entertainment Operators	Y Visitor Information Centres
Y Tour Operators (e.g. Guided Tours)	

Opportunities for Progression of Qualifications

Participants can obtain credits in future for the units they've already completed, if they choose to increase their qualification level e.g. Cert III or IV. Progression to a higher qualification, can be achieved in a number of ways depending on funding available at the time ... e.g. traineeships, Existing Worker PPP funding, fee for service.

Is this training for me?

This program is suitable for job seekers who have sound literacy / numeracy skills, and at least basic computer literacy. The subject selection provides a pathway to general tourism positions with a focus on tour guiding (site guide, winery guide, nature-based site guide), so participants must be willing and able to present themselves professionally.

Clothing/Presentation

Students participating in this program will be required to attend training neat & tidy, in comfortable clothing suitable for indoor and outdoor activities ... e.g. cargo shorts or trousers (no skirts), polo shirt or similar (no singlets or strappy shirts), sturdy closed in footwear such as hiking boots, or joggers. Sun protection e.g. hat & sunscreen is also essential.

Details of Training

Training will take place at Capricorn Caves (Rockhampton) from Monday 4th April to Friday 15th April 2011 (excluding weekend). Full details will be provided upon enrolment. See the Capricorn Caves website for location, accommodation info etc ... <http://www.capricorncaves.com.au>. If you are travelling from afar to attend & wish to stay at the Caves, please enquire directly with Amanda Jennings at Capricorn Caves.

The Queensland Tourism Industry Council (QTIC) has been successful in securing PPP funding for the tourism & hospitality industry in Queensland and is responsible for allocating PPP funding to Registered Training Organisations in this sector. For more information go to: <http://www.qtic.com.au>



**Please call CTIA on (07) 4128 1588 for further information,
or e-mail your enquiry to team@ctia.edu.au**