



Pacific

Training Group



TRAVEL AND
TOURISM



Travel and Tourism

- ★ *Exclusive AFTA-accredited training courses*
- ★ *Earn three highly-regarded industry certificates*
- ★ *Galileo CRS training included*





Welcome to the world's largest service industry

Successful careers start here.

Come and experience the amazing world of Travel and Tourism. A career in this trillion-dollar industry offers security, diversity, and plenty of action! Industry employers include travel agencies, tour wholesalers and operators, tourist attractions, visitor information centres, airlines, cruise lines and more.



Source: The Statistics Portal www.statista.com

Is your training provider **AFTA-accredited?**

One of the few training providers to be accredited and endorsed by AFTA, Australia's peak travel body, **Pacific Training Group** is at the forefront of travel training in Australia and the best choice if you're serious about a career in travel and tourism.

Graduate with the prestigious AFTA SIT30216 Certificate III in Travel plus your formal, nationally recognised qualification and Galileo CRS certificate...and watch doors open in Australia and around the world.

More reasons to choose Pacific Training Group

- Centrally located, ultra-modern campuses
- Award-winning trainers and mentors
- Extensive connections to industry
- World-class eLearning resources with Didasko
- A range of timetable options combined with online learning
- Complimentary academic and language support classes
- Pathways to second year university



Course Options

★ SIT30216 Certificate III in Travel

.75 academic years (3 terms of 10 weeks plus term breaks)

Train for a position in the retail or wholesale travel sector specialising in leisure, corporate, domestic or international sales.

Possible TRAVEL CONSULTANT positions: domestic/international travel consultant, corporate/wholesale consultant, cruise consultant, customer service agent, incentive coordinator, mobile/online travel consultant, reservations sales agent



★ SIT50116 Diploma of Travel and Tourism Management

1.5 academic years (6 terms of 10 weeks plus term breaks) including SIT30216 Certificate III in Travel

Aiming for a departmental or small business manager role? Develop a broad range of tourism and travel skills combined with managerial skills and a sound knowledge of industry operations.

Possible MANAGER positions: inbound groups manager, inbound sales manager, incentives manager, tour operations manager, marketing manager, product development manager, reservations manager, travel agency manager, sales manager



★ SIT60116 Advanced Diploma of Travel and Tourism Management

2 academic years (8 terms of 10 weeks plus term breaks) including SIT30216 Certificate III in Travel and SIT50116 Diploma of Travel and Tourism Management

Prepare for executive positions where you'll be responsible for strategic management and operational decisions. Gain specialised managerial skills and a substantial knowledge of industry operations.

Possible SENIOR MANAGER positions: account manager, business development manager, director of groups and incentives, director of marketing, director of product development, operations manager, director of sales, general manager



Course Pathways

Year 1	Term 1	<ul style="list-style-type: none"> • SIT30216 Certificate III in Travel <i>Earn your Certificate III qualification in 9 MONTHS</i>
	Term 2	
	Term 3	
	Term 4	
Year 2	Term 5	<ul style="list-style-type: none"> • SIT50116 Diploma of Travel and Tourism Management <i>Select this course and exit with a Certificate III and Diploma after 1.5 YEARS</i> • SIT60116 Advanced Diploma of Travel & Tourism Management <i>Graduate with this highly regarded qualification plus your Diploma in just 2 YEARS</i>
	Term 6	
	Term 7	
	Term 8	

Study Topics

Tourism sales and operations	★
Galileo (computer reservations system)	★
AFTA fares and ticketing	★
Working in industry	★
Work health and safety	★
Client and customer services	★
Communication and teamwork	★
Human resource management	★
Management and leadership	★
Finance	★
Planning and product development	★
Marketing and public relations	★
Governance and legal compliance	★
Regulation, licensing and risk	★

★ Certificate ★ Diploma ★ Advanced Diploma

Study mode 20 hours per week including 15 hours in class and 5 hours online.

Entry requirements Minimum 18 years, IELTS 5.5 or equivalent, Australian Year 11 or equivalent.

For full details including terms and conditions visit www.pacifictraining.edu.au

For a price list and application form, visit www.pacifictraining.edu.au

UNITS OF COMPETENCY	SIT30216 Certificate III in Travel	SIT50116 Diploma of Travel and Tourism Management	SIT60216 Advanced Diploma of Travel and Tourism Management
SITXCOM002 Show social and cultural sensitivity	*		
BSBWOR203 Work effectively with others	*		
SITXHRM001 Coach others in job skills	*		
SITXWHS001 Participate in safe work practices	*		
SITXWHS002 Identify hazards, assess and control safety risks	*		
SITXCCS006 Provide service to customers	*	*	
SITTTSL010 Use a computerised reservations or operations system ◊ ◦	*	*	*
SITTTSL012 Construct normal international airfares ◊	*	*	*
SITTTSL013 Construct promotional international airfares ◊	*	*	*
SITTTSL002 Access and interpret product information ◊	*	*	*
SITTTSL004 Provide advice on Australian destinations ◊	*	*	*
SITTTSL003 Provide advice on international destinations ◊	*	*	*
SITTTSL005 Sell tourism products and services ◊	*	*	*
SITTTSL006 Prepare quotations ◊	*	*	*
SITTTSL008 Book supplier products and services ◊	*	*	*
SITTTSL009 Process travel-related documentation ◊	*	*	*
SITIND001 Source and use information on the tourism and travel industry ◊	*	*	*
SITXWHS003 Implement and monitor work health and safety practices		*	
SITXCOM005 Manage conflict		*	
SITXCCS007 Enhance customer service experiences		*	*
SITXCCS008 Develop and manage quality customer service practices		*	*
SITXHRM003 Lead and manage people		*	*
BSBDIV501 Manage diversity in the workplace		*	*
SITXMG001 Monitor work operations		*	*
SITXMG002 Establish and conduct business relationships		*	*
SITXFIN002 Interpret financial information		*	*
SITXFIN003 Manage finances within a budget		*	*
SITXFIN004 Prepare and monitor budgets		*	*
SITXWHS004 Establish and maintain a work health and safety system			*
BSBMGT617 Develop and implement a business plan			*
SITXMPR007 Develop and implement marketing strategies			*
SITXGLC001 Research and comply with regulatory requirements			*
SITTPPD008 Develop tourism products			*
BSBRISK501 Manage risk			*
BSBWRT401 Write complex documents			*

◊ AFTA resources ◦ Galileo CRS

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All information contained in this brochure is correct at time of printing and subject to change without notice.

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