

# CERTIFICATE III in TOURISM

## SIT30116

### CERTIFICATE 3 GUARANTEE PROGRAM



**Aurora**  
TRAINING INSTITUTE

Gold Coast City is widely acknowledged as Australia's premier tourist destination! From some of Australia's best beaches, rainforests and waterways to world class theme parks, sporting venues, convention services, diverse events, cultural activities, hotels and resorts; our tourism assets will provide you with an abundant and diverse range of opportunities to choose your pathway. The tourism industry is an ever changing and exciting industry to work in. Throughout the course you will learn about the different career prospects the tourism industry can offer. This qualification reflects the role of individuals who use a range of well-developed tourism service, sales or operational skills. This qualification provides a pathway to work in many tourism industry sectors and for a diversity of employers, attractions, cultural and heritage sites and any small tourism business requiring multi-skilled employees.

#### EMPLOYMENT OPPORTUNITIES

- Adventure tourism guide
- Attendant or senior ride operator
- 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
- Reservation sales agent
- Sales consultant
- Visitor information

#### COURSE REQUIREMENTS

To achieve a Certificate III in Tourism 15 units must be completed including 4 core units and 11 elective units.

#### CORE UNITS:

Source and use information on the tourism and travel industry	SITTIND001
Provide service to customers	SITXCCS006
Show social and cultural sensitivity	SITXCOM002
Participate in safe work practices	SITXWHS001

#### ELECTIVE UNITS:

Access and interpret product information	SITTSL002
Provide visitor information	SITXCCS002
Sell tourism products and services	SITTSL005
Process reservations	SITTSL007
Sell to the retail customer	SIRXSLS001
Create and use spreadsheets	BSBITU212
Design and produce business documents	BSBIT306
Participate in environmentally sustainable work practices	BSBSUS201
Process financial transactions	SITXFIN001
Coach others in job skills	SITXHRM001
Create electronic presentations	BSBITU312

#### COURSE DELIVERY

The Certificate III in Tourism is delivered over 12 weeks. In order to provide flexible options, students can choose one of the following delivery options:

- **Classroom environment:** Suitable for unemployed students. Content is delivered with weekly classroom sessions at the Gold Coast and Toowoomba campuses.
- **Flexible delivery:** Self-paced learning with one-on-one contact with a trainer



NATIONALLY RECOGNISED  
TRAINING

### CERTIFICATE 3 GUARANTEE PROGRAM

The Certificate 3 Guarantee program is funded by the Queensland Government to give eligible individuals a government subsidy toward the training costs for a range of Certificate level III qualifications.

Aurora Training Institute is a Pre-Qualified Supplier under this program for the delivery of this Certificate III qualification.

As you can only access the Certificate 3 Guarantee subsidy once, it is important that you consider and compare your training options and ensure they align with your chosen career pathway.

Every student that completes or discontinues a Certificate 3 Guarantee course must complete a Student Training and Employment Survey within 3 months.

### STUDENT CONTRIBUTION FEE

The Student Contribution Fee under the Certificate 3 Guarantee program is \$15. This fee represents the total cost to the student to enrol, undertake training and be awarded the qualification.

### ELIGIBILITY CRITERIA

To be eligible to enrol in the Certificate 3 Guarantee program, you must:

- Be aged 15 years or above and;
- Be no longer at school and;
- Be a Queensland resident permanently residing in Queensland i.e. an Australian Citizen or permanent resident or a New Zealand citizen
- Not have previously completed or currently be enrolled in a Certificate III level qualification (or higher)  
*\* Certificate III Qualifications completed at secondary school are not counted*

### MORE INFORMATION

For more information on the Certificate 3 Guarantee program visit the [Queensland Government](http://www.training.qld.gov.au) website at [www.training.qld.gov.au](http://www.training.qld.gov.au) where you can find Frequently Asked Questions or download the Certificate 3 Guarantee [Student Fact Sheet](#).

Call or email us and enrol today!

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