



SIT40116 CERTIFICATE IV IN TRAVEL AND TOURISM

Study Location

Academies Australasia Polytechnic
Level 7, 628 Bourke St,
Melbourne, VIC 3000, Australia

Course Name

Certificate IV in Travel and Tourism

Course TGA Code SIT40116

Course CRICOS Code 094967M

Delivery Period (include holidays)

Total: 3 terms (9 months)

Provider CRICOS Number

02439G

Contact Hours (per week)

International Students:

Minimum 20 hours/week

Domestic Students:

Blended learning available

Study Requirements

19 Total units:

7 core units & 12 electives

Administration Fee:

\$200 (1 program)

\$300 (2 or more programs)

2017 Tuition Fee (AUD)

International Students:

AUD \$6,550

Material Fee: AUD\$150

Swipe Card (Refundable): AUD\$100

2017 Overseas Student Health Cover

\$690 / year (SINGLE)

2017 Intake Dates:

3 July, 25 Sept

2017 Mid-Term Intake Dates:

15 May, 7 Aug, 30 Oct

2017 Annual Living Expenses

(Guide for International Students)

\$19,830 / year (estimate)

Travel and Tourism

The Travel & Tourism industry continues to rapidly expand in Australia and across the globe. It is an exciting industry to work in with a wide range of sectors such as Travel Agencies, Airlines, State and Regional Government Tourism Bureaus, Eco-tourism and tourism attractions.

People skills – communication, customer service, teamwork and excellent personal presentation - are an essential part of working in the industry. You also need to be able to work well under pressure and to be highly organised. Our courses cover these skills plus many more and on completion you will be well placed on the pathway to a challenging and enjoyable career.

Course Outline

Our Travel & Tourism courses have been developed according to the requirements of the Tourism, Travel and Hospitality Training Package (SIT16) and have been approved for delivery by the Australian Skills Quality Authority (ASQA). They are nationally recognised qualifications within the Australian Qualifications Framework (AQF).

Course Requirements

This SIT40116 Certificate IV in Travel and Tourism is made up of 19 units to cover the following subjects:

- Customer Service
- Client Relations
- Finance
- Cultural Sensitivity
- Australian & International Destinations
- Travel Agency Operations
- Computer Reservations
- Fares & Ticketing

Code	Core Units
SITTIND001	Source and use information on the tourism and travel industry
SITXCCS007	Enhance customer service experiences
SITXCOM002	Show social and cultural sensitivity
SITXCOM005	Manage conflict
SITXFIN002	Interpret financial information
SITXHRM001	Coach others in job skills
SITXWHS003	Implement and monitor work health and safety practices
Code	Elective Units
SITTTSL002	Access and interpret product information
SITTTSL003	Provide advice on international destinations
SITTTSL004	Provide advice on Australian destinations
SITTTSL005	Sell tourism products and services
SITTTSL006	Prepare quotations
SITTTSL007	Process reservations
SITTTSL009	Process travel-related documentation
SITTTSL010	Use a computerised reservations or operations system
SITTTSL011	Source airfares for domestic flights
SITTTSL012	Construct normal international airfares
SITTTSL013	Construct promotional international airfares
SITXCCS002	Provide visitor information

NOTE: Fees and units may subject to change

Assessment and Fees

A range of assessment tasks will be undertaken which may include but is not limited to: observation, project/ report, case study, role play, exercises, activities; and written/oral tasks including multiple choice, questions and answer, essays, true/false and presentations

Student Support

A range of student services will be available to enrolled students at AAPoly, including welfare and academic counselling and learning resource material. For further information contact the Academic Support Department at AAPoly.

Learning Facilities & Resources

AAPoly has a range of facilities and resources for students including computer labs, study space, meeting rooms, access to the City libraries as well as AAPoly library on Level 7 at the Bourke Street.

Further Information

The commencement of any program is always subject to funding and class sizes. While the information provided in this publication is correct at the time of going to press, AAPoly reserves the right to alter any course, procedure or fee. Students are advised to check for any amendments prior to enrolment.

Application Method

Submit an application form to:
Academies Australasia Polytechnic
Level 7, 628 Bourke St,
Melbourne, VIC 3000, Australia.
Form may be downloaded at
www.aapoly.edu.au

Course Enquiries

Academies Australasia Polytechnic
Level 7, 628 Bourke St,
Melbourne, VIC 3000, Australia
Phone: +613 86104100
Email: enquiries@aapoly.edu.au

Career Opportunities

Job roles and titles vary across different industry and public sectors. Sample job titles relevant to this qualification may include:

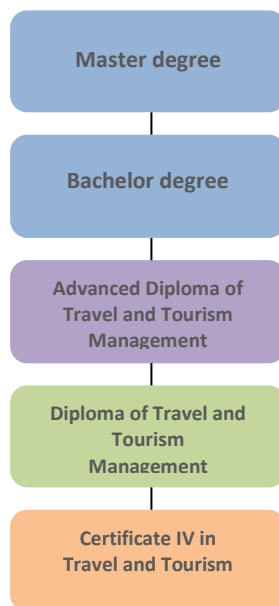
- Account Coordinator
- Assistant Manager
- Marketing Coordinator
- Operations Supervisor
- Product Coordinator
- Promotions Officer
- Reservations Sales
- Call Centre Supervisor
- Senior Operations Coordinator
- Sales Coordinator
- Sales Executive

Recognition of Prior Learning

RPL assesses your current skills and knowledge against the learning outcomes of a course or units, regardless of how and where the learning occurred. Competencies may have been attained through: study, work experience and general life experience activities.

AAPoly is obliged to recognize the AQF qualifications and statements of attainment issued by other registered training organizations. For further details email enquiries@aapoly.edu.au

AAPoly Pathway



Entry Requirements:

- For International Students**, the following are mandatory requirements:
- Be at least 18 years of age
 - English level at IELTS 5.5 or above (with no bands lower than 5.0) or PTE Academic Score of 42 or higher (with no section lower than 36).
 - Have successfully completed Australian Year 11 or equivalent.

For Domestic Students, direct applications are accepted.

- Have successfully completed Australian Year 11 or equivalent.
- Students without formal qualifications may submit a resume detailing working experience, supported by references from employers.

Nationally Accredited Qualification in Australia



University Pathways



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