



*Pacific*  
Training Group



TRAVEL AND  
TOURISM



## Travel and Tourism

- ★ *Industry-endorsed AFTA learning resources*
- ★ *Galileo CRS training and certificate*
- ★ *Small classes of 8 – 12 students*



# 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](http://www.statista.com)

## We're serious about Tourism

**Pacific Training Group** specialises in high-level travel and tourism training. Courses are led by industry experts who utilise industry standard learning resources from Travelport, Didasko and AFTA (Australian Federation of Travel Agents).

Enjoy an intimate learning environment studying in small groups of 8 - 12 students from a variety of backgrounds.

### **More reasons to choose Pacific Training Group**

- Award winning, Right Way accredited trainers
- A range of timetable options combined with online learning
- Industry seminars and site visits
- World-class eLearning resources with Didasko
- Complimentary academic and language support classes
- Career guidance and higher education pathways



# Course Options

## ★ SIT30216 Certificate III in Travel

3 terms of 10 weeks plus term breaks (approximately 9 months)

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

6 terms of 10 weeks plus term breaks (approximately 1.5 years)

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

8 terms of 10 weeks plus term breaks (approximately 2 years)

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

<b>9</b> Months	Term 1 Term 2 Term 3	<b>SIT30216 Certificate III in Travel</b> <i>Train to be a TRAVEL CONSULTANT</i>
	Term 4 Term 5 Term 6	<b>SIT50116 Diploma of Travel and Tourism Management</b> <i>Train to be a MANAGER</i>
	Term 7 Term 8	<b>SIT60116 Advanced Diploma of Travel and Tourism Management</b> <i>Train to be a SENIOR MANAGER</i>

## 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.

**Start dates** January, February, April, May, July, August, October, November.

**Entry requirements** Minimum 18 years, IELTS 5.5 or equivalent, Australian Year 11 or equivalent. Refer to [www.pacifictraining.edu.au](http://www.pacifictraining.edu.au) for conditions.

For a price list and application form, visit [www.pacifictraining.edu.au](http://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	C		
BSBWOR203 Work effectively with others	E		
SITXHRM001 Coach others in job skills	E		
SITXWHS001 Participate in safe work practices	C		
SITXWHS002 Identify hazards, assess and control safety risks	E		
SITXCCS006 Provide service to customers	C	E	
SITTTSL010 Use a computerised reservations or operations system ◊ ◦	C	E	E
SITTTSL012 Construct normal international airfares ◊	C	E	E
SITTTSL013 Construct promotional international airfares ◊	C	E	E
SITTTSL002 Access and interpret product information ◊	C	E	E
SITTTSL004 Provide advice on Australian destinations ◊	C	E	E
SITTTSL003 Provide advice on international destinations ◊	C	E	E
SITTTSL005 Sell tourism products and services ◊	C	E	E
SITTTSL006 Prepare quotations ◊	C	E	E
SITTTSL008 Book supplier products and services ◊	C	E	E
SITTTSL009 Process travel-related documentation ◊	C	E	E
SITIND001 Source and use information on the tourism and travel industry ◊	C	C	C
SITXWHS003 Implement and monitor work health and safety practices		C	
SITXCOM005 Manage conflict		C	
SITXCCS007 Enhance customer service experiences		C	C
SITXCCS008 Develop and manage quality customer service practices		C	C
SITXHRM003 Lead and manage people		C	C
BSBDIV501 Manage diversity in the workplace		C	C
SITXMG001 Monitor work operations		C	C
SITXMG002 Establish and conduct business relationships		C	C
SITXFIN002 Interpret financial information		C	C
SITXFIN003 Manage finances within a budget		C	C
SITXFIN004 Prepare and monitor budgets		C	C
SITXWHS004 Establish and maintain a work health and safety system			C
BSBMGT617 Develop and implement a business plan			C
SITXMPR007 Develop and implement marketing strategies			C
SITXGLC001 Research and comply with regulatory requirements			C
SITPPD008 Develop tourism products			C
BSBRISK501 Manage risk			C
BSBWRT401 Write complex documents			C

C = Core unit E = Elective unit ◊ 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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**Pacific**Training.edu.au



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