

## Certificate 2 in Tourism (Travel)

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Course duration: 16 Weeks  
Co-requisite: First Aid

### Study areas include:

- Travel and Tourism Industries
- Occupational Health and Safety
- Computing
- Travel Destinations and Products
- Basic Itinerary Preparation
- Travel Documentation
- Customer Relations
- Basic Tourism Office Procedures
- Communication Skills
- Cultural Awareness
- Ticketing  
Manual, Australian International and Computerised (GALILEO)

## Certificate 3 in Tourism (Travel)

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Course duration: 32 Weeks including above course information  
Co-requisite: First Aid

### Study areas include:

- Travel and Tourism Industries
- Occupational Health and Safety
- Computing
- Travel Destinations and Products
- Basic Itinerary Preparation
- Travel Documentation
- Tourism Law
- Customer Relations
- Basic Tourism Office Procedures
- Communication Skills
- Cultural Awareness
- Ticketing – Manual, Australian International and Computerised (GALILEO)
- One-to-One Job Training
- Introduction to Marketing

## Certificate 4 in Tourism (Travel)

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Course duration: 44 Weeks including above course information  
Co-requisite: First Aid

### Study areas include:

- Travel and Tourism Industries
- Occupational Health and Safety
- Computing
- Travel Destinations and Products
- Itinerary Preparation
- Travel Documentation
- Tourism Sales and Marketing
- Tourism Law and Economics
- Human Resource Management
- Customer Service and Relations
- Tourism Office Procedures
- Cultural Awareness
- Ticketing  
Manual, Australian International and Computerised (GALILEO)
- Staff Supervision and Training
- Communication Skills
- Accounting

### Provider Options:

#### One of the following streams:

- Hotel Front Office I-III - including Fidelio and Hotel
- Hospitality
- Information Technology
- Business
- Japanese Language I-III

## Diploma of Tourism (Travel)

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Course duration: 54 Weeks including above course information  
Co-requisite: First Aid

### Study areas include:

- Travel and Tourism Industries
- Occupational Health and Safety
- Computing
- Travel Destinations and Products
- Itinerary Preparation
- Travel Documentation
- Tourism Sales and Marketing
- Accounting
- Human Resource Management
- Communication Skills
- Customer Service and Relations
- Tourism Office Procedures
- Cultural Awareness
- Ticketing – Manual, Australian International and Computerised (GALILEO)
- Staff Supervision and Training
- Financial and Business Administration
- Management
- Tourism Law and Economics

### Provider Options:

#### One of the following streams

- Hotel Front Office I-III - including Fidelio and Hotel
- Hospitality
- Information Technology
- Business
- Japanese Language I-III