



Course Duration & Hours of Attendance

The Certificate III in Tourism is available both face-to-face (full-time & part-time) and by distance education (a combination of correspondence and online learning). Please see the relevant course enrolment form for more details.

Certificate III in Tourism (Retail Travel Sales) SIT30207

Travel & Tourism Course

Qualify as an International Travel Consultant!

The Suzan Johnston Certificate III in Tourism (Retail Travel and Sales) is a fully accredited and industry endorsed program. This comprehensive course will enable you to gain exceptional skills, knowledge and the confidence to ensure your employment success within the Travel and Tourism Industry.

The Suzan Johnston intensive 'hands on' training techniques will enable you to acquire these skills in the shortest possible amount of time – so that you can begin your career quickly!

A wide range of exciting employment opportunities exist for our tourism graduates.

Career options can include:

- Travel Consultant within a retail agency (including independent and/or major chain travel agencies)
- Travel Consultant within a wholesale travel organisation
- Reservations Consultant for an Airline, Cruise Company, Hotel or Rental Car Agency
- Booking/Reservations Consultant at the airport

Approximately 80 - 85% of our Travel & Tourism Course graduates are successfully employed within 3-4 weeks of course completion!

STEVEN CROFT

Was unemployed. Now working as a **Travel Consultant!**



“The training at Suzan Johnston was a lot of fun & a great learning experience. The trainers were extremely helpful, bringing a lot of knowledge and experience to the classroom and thanks to SJ, I acquired the first travel job that I applied for!”

SAMIE RODRIGUEZ

Was working in Hospitality. Now employed as a **Tour Operator.**



“Enrolling in the SJ Course was the perfect way to begin my Travel Career! During the course, I participated in work experience and after only attending work experience for one day, I was offered a permanent position! Thank you Suzan Johnston, you opened the door to my dream career!”

PAUL JURY

Was teaching English overseas. Now working as a **Sales Agent for Jetstar.**



“The course taught me all the important aspects of working within the Tourism Industry and allowed me to secure my current position with Jetstar. I would highly recommend this course to anyone who may be wishing to pursue a career in Travel.”

Subjects include:

Customer Service
<ul style="list-style-type: none"> • Effective communication with customers • Providing service to both colleagues and customers • Responding to customer complaints • Successfully identifying, resolving & evaluating conflict • Working as a successful team member • Communicating with customers from diverse backgrounds

Communication
<ul style="list-style-type: none"> • Correct telephone phrases and techniques • Responding with professionalism to incoming calls • Developing a pleasant and professional telephone manner

Tourism Sales Techniques
<p>Develop the skills required to conduct a sales consultation with confidence.</p> <ul style="list-style-type: none"> • Identifying your customer's needs • Suggesting suitable products to your customers • Sourcing & providing product information & advice • Highlighting 'features' and 'benefits' of products • Successful follow-up of sales opportunities

Tourism Office Operations – Introduction to the Tourism Industry
<ul style="list-style-type: none"> • Tourism – 'The Big Picture' • Working in the tourism industry • Health, Safety and Security in the workplace • General office procedures • Tourism industry language – how to speak travel • Industry rules, regulations and legislation • Technology used in the tourism industry

Australian Destinations and Attractions
<p>These workshops will assist you to develop a strong knowledge of Australian tourism destinations, giving you the background and confidence to provide information and sales advice on domestic travel.</p>

Australian Travel Products
<ul style="list-style-type: none"> • Identify, access and interpret product information • Prepare and provide quotations for customers • Request products and services • Calculate the costs of products and services • Successfully prepare a travel itinerary

International Destinations and Attractions
<p>Develop your knowledge on International Destinations. You will study all major destinations including Asia, The Pacific, The Americas, Europe, Africa and The Middle East – essential knowledge for your Travel Career!</p>

Domestic Airfares
<p>The skills and knowledge you gain will enable you to construct domestic airfares and calculate taxes. You will also gain a strong understanding of airline services, codes, terminology, industry bodies and E-Ticketing.</p>

Normal International Airfares
<p>In this important unit you will learn the basic formula for international fare construction and how to cost international airfares and itineraries.</p>

Promotional International Airfares
<p>This unit will help you to develop the skills required to deal with the many promotional airfares that are available on the market at any given time.</p>

Computer Reservation System (CRS) – Galileo
<p>This 'hands on' unit will provide you with extensive training and experience in using the latest (and most popular) Computer Reservation System - Galileo. These skills are essential for working in the industry and will open doors for you into Reservations/ Consultant Roles!</p>

Process Financial Transactions – Cross Check Travel
<p>By completing practical exercises on our 'Live Computer Reservations System' you will learn how to process payments, issue receipts and reconcile takings - essential knowledge for all Travel Consultants.</p>

Business Administration Skills
<ul style="list-style-type: none"> • Microsoft Word for Windows • Document layout and formats • Business Technology

Interview Preparation
<p>Our Travel Industry Specialist will teach you how to prepare your resumé and to write employment application letters. You will receive individual assistance with how to prepare for job interviews, market your skills and experience effectively, handle all types of interview questions and make a positive first impression.</p>

Corporate Image Development
<p><i>(Full-time Course only)</i></p> <p>To ensure your optimum employment opportunities this course also includes practical training in Confidence and Image Development. These 'hands on' sessions include expert training in:</p> <ul style="list-style-type: none"> • Grooming & Presentation for job interviews • Posture & Body Language • Speech & Communication skills • Dressing for success • Make-up application (female students)

Practical Placement – Work Experience
<p>During the course you will undertake approximately 40 hours of supervised practical placement within the Travel Industry. This will assist you to gain essential experience and confidence, as well as giving you the opportunity to apply and further develop your skills and knowledge.</p>

<p>Industry Membership</p> <p><i>Upon your commencement with Suzan Johnston we will provide you with a 12 month membership to the Travel Industry Careers Association (TICA). Membership with this body will entitle you to additional career support and guidance from industry professionals.</i></p> <p>Additional Electives and Credentials</p> <p><i>In addition to your Certificate III in Tourism, you will have the opportunity to complete extra online electives. Completion of these electives will give you further qualifications and industry experience.</i></p>

Employment

Suzan Johnston offers a Free Placement Service to the Travel Industry and to the students who have successfully completed the course.

For many years, we have taken pride in the excellent job placement results our graduates have achieved. As a Suzan Johnston Graduate your travel and tourism qualifications, business skills, confidence and personal presentation will certainly be impressive to future employers. The contacts made through work experience, lectures and excursions can also provide job opportunities.

Accreditation & Austudy

The Suzan Johnston Certificate III in Tourism is fully accredited with the Victorian Registration & Qualifications Authority - which ensures that your training will be recognised by employers Australia wide. Financial assistance in the form of 'Austudy' or 'Youth Allowance' is available for eligible students.



* See pages 14 & 15 for more Suzan Johnston Success Stories