



# Certificate IV in Travel and Tourism

SIT40116

- Nationally Recognised Training
- Traineeship Allowed
- This training is subsidised by the NSW Government

**DURATION**  
18 Months

**ATTENDANCE**  
Self paced

**DELIVERY**  
Online

**START DATE**  
01 Jul 2021

**LOCATION**  
OTEN (Open Training Education Network)  
51 Wentworth Rd, Strathfield

**STUDY COMMITMENT**  
13 Hours Per Week

How much time on average each week you will need to commit to successfully complete this course.

Hours include class attendance/participation, directed study, and any required work placements.

You may also need to do additional hours of self-directed study.

## Studying with TAFE NSW

With over 25,000 industry connections\*, teachers experienced in the latest industry trends plus state-of-the-art facilities, it's easy to see why TAFE NSW is Australia's largest training provider. Want even more reasons to study with us?

\*TAFE NSW current employer database as of May 2017



**85.9%**  
**EMPLOYER SATISFACTION**

NSW EMPLOYERS ARE VERY SATISFIED WITH THE QUALITY OF THE NATIONALLY RECOGNISED TRAINING WE DELIVER\*



**80%**  
**OF GROWTH AREAS COVERED**

WE OFFER TRAINING IN 80% OF THE OCCUPATIONS PREDICTED TO HAVE THE GREATEST GROWTH OVER THE NEXT 5 YEARS^



**83%**  
**GRADUATE SATISFACTION**

TAFE NSW ENJOYS A RATING WELL ABOVE THE NATIONAL AVERAGE FOR THE OVERALL QUALITY OF TRAINING#



**93%**  
**WOULD RECOMMEND TAFE NSW**

AS A TRAINING PROVIDER - NATIONAL VET AVERAGE 90%\*\*

Source: ^ employment.gov.au, \* Graduate Satisfaction Survey - Undergraduate [Quality Indicators of Teaching and Learning (QILT) - Course Experience Questionnaire 2017-2018]. \* NCVET, Survey of Employers' Use and Views of the VET System, 2017. \*\* VET - NCVET Graduate Outcomes Survey 2018

## OVERVIEW

Embark on a global career with our nationally accredited Certificate IV in Travel and Tourism. Learn from seasoned travel professionals about how to create life-changing experiences for your clients in this exciting industry.

### LEARN NEW SKILLS

Through a mix of theory and practical coursework, learn to:

- Build customer relationships
- Operate tours
- Construct airfares
- Interpret product information
- Market travel and tourism destinations

### DEVELOP YOUR TALENT

Develop the attributes to help you get ahead:

- Communication skills to connect with clients
- Customer service, collaboration and consultation skills
- Patience and attention to detail

### ACHIEVE YOUR GOALS

Completing this course provides you with:

- National recognition as a qualified travel consultant
- Strong foundation for an exciting pathway to higher level qualifications

### Career opportunities:

- Tourism marketing co-ordinator
- Call centre team leader
- Tourism marketing and product co-ordinator
- Senior retail consultant (tourism)
- Reservations sales

### GROW YOUR CAREER

Continue your education adventure with further study:

- Diploma of Travel and Tourism
- Advanced Diploma of Travel and Tourism Management

## ENTRY REQUIREMENTS

When you study with TAFE NSW, we want you to succeed. Entry requirements allow us to make sure that you have the right pre-existing knowledge and skills to achieve your chosen qualification. You will need to provide evidence that you meet the requirements listed in this section.

### ENTRY REQUIREMENTS

There are no entry requirements for this course. You can enrol today.

#### Traineeship

TAFE NSW also offers the Certificate IV in Travel and Tourism as a traineeship. To be eligible to enrol in the course as a trainee you must:

- Be employed in the travel and tourism industry as this course is delivered in the workplace
- Have a signed traineeship contract

Thinking about a traineeship? Enquire today.

### IS THIS COURSE RIGHT FOR YOU

To be prepared for this course, we recommend you have:

- Completed the Certificate III in Travel or relevant industry experience
- A sense of curiosity and adventure
- The ability to collaborate effectively
- Passion to deliver great customer service

If you need support in preparation for study, contact us about your options

### ADDITIONAL REQUIREMENTS

With 130 locations across the state, TAFE NSW tailors qualifications to meet the needs of the local community and specific student groups (like apprentices, fast-tracked and online students). To make sure this course is the right fit for you, we will need you to demonstrate that you can meet the additional requirements below.

To be enrolled in this course, you need to be able to provide evidence that you are:

- a trainee (you will work in industry and study at the same time)
- employed
- signed up with an Apprentice Network Provider and have a Training Plan Proposal
- seeking to gain skills and knowledge to become a qualified travel and tourism worker after successful completion

To successfully complete this course, you will need:

- access to the Internet, a computer, printer, software programs, email and telephone.

## **OTHER COURSE INFORMATION**

### **INFORMATION SESSIONS**

There are no information sessions currently scheduled for this course.

### **STUDY COMMITMENT**

This is an online course. You will need to complete approximately 9 hours of online study, each week, for your enrolment duration of 18 months.

You can increase the hours of online study per week to complete the course sooner.

You can also expect to complete approximately 4 hours of additional study each week outside of online study hours, including independent study, research, practice and assessment preparation.

### **IS THIS COURSE RIGHT FOR YOU?**

This course offering is designed for people who:

- are trainees in the travel and tourism industry

### **SERVICES AND STUDY SUPPORT**

The following additional support is also available to you:

- teacher support is available by phone, Email and Teams. Monday to Friday.

We offer student services and study support to ensure you can achieve your goals. Learn about TAFE NSW [Student Services](#)

As a TAFE NSW student in this course, you will have access to:

- LinkedIn Learning (formerly Lynda.com)
- Smarthinking - after hours online study support service
- Easy computing online short courses
- Access to local TAFE libraries
- Accessibility and Disability Support Services
- Access to Read&Write learning support software at TAFE and at home

## **ATTENDANCE**

The way you learn may change during your enrolment to ensure the best learning experience or to keep you safe as COVID-19 restrictions change, and some of our face to face classes may change to online or virtual classroom learning. Also, to ensure that we keep you safe while studying, we may modify our face to face classes to meet physical distancing requirements and increased cleaning on campus. If work placement and the demonstration of practical skills are requirements of your course, there may be a modification or delay in the planned timeframe due to COVID-19 impacts. Be assured, we'll keep you informed every step of the way.

An individual training plan will be provided when you enrol in this course. Your plan will outline the recommended study

timetable and detail your units and assessments.

## FEE DETAILS

### SUBSIDISED PRICES

FIRST QUALIFICATION \*  
\$1,570.00

SUBSEQUENT QUALIFICATION  
\$1,840.00

TRAINEESHIP \*\*  
\$1,000.00

CONCESSION  
\$240.00

### NON-SUBSIDISED PRICE

FULL FEE  
\$8,560.00

\*If you are 35 years old or over and are looking for work you may be eligible for the mature age workers **Fee-Free** scholarship which will be verified at enrolment.

\*\*You may be eligible for the NSW Smart & Skilled **Fee-Free** Traineeship which will be verified at enrolment.

### WHAT DO THESE PRICES MEAN?

#### First Qualification Fee

Applies to a student who does not already hold a post-school qualification from any tertiary sector (TAFE, private provider or University), and includes any vocational (certificates, Diplomas, Advanced Diplomas) and higher education (degree) qualifications achieved in Australia or overseas previously.

#### Subsequent Qualification Fee

Applies to a student who already holds one or more post-school qualifications from any tertiary sector (TAFE, private provider or University), and includes any vocational (certificates, Diplomas, Advanced Diplomas) and higher education (degree) qualifications achieved in Australia or overseas previously.

#### Apprenticeship Fee

Eligible apprentices are exempt from fees when undertaking an apprenticeship under the NSW Government's Fee Free Apprenticeship. For apprentices who are not eligible, apprenticeship qualification fees are capped at \$2,000.

For more information visit the [Fee Free Apprenticeships](#) page.

#### Traineeship Fee

Applies to a student undertaking a traineeship qualification under a traineeship pathway, with fees are capped at \$1,000.

For more information visit the [Apprenticeships and Traineeships](#) page.

#### Concession Fees

Applies to eligible disadvantaged students who receive a specified Commonwealth Government welfare benefit or allowance. Concession fees are discounted, with flat fees applied across a qualification level.

For more information on concessions and exemptions, visit the [Smart and Skilled Fee Exemption and Concessions](#) page

on the *Smart and Skilled* website.

For more information on Smart and Skilled funding, visit the [Smart and Skilled](#) page.

## SMART AND SKILLED FEES

This course is government-subsidised, meaning you pay a portion of the full course fee to TAFE NSW and the NSW Government will pay the balance. However, you must meet certain eligibility criteria for this to apply.

Depending on your previous qualifications and experience, your fee may be less than the maximum fee quoted. Your actual fee and eligibility for concession/exemption will be calculated and confirmed during the enrolment process. Payment plans are available through TAFE NSW for Smart and Skilled eligible qualifications.

For further information about eligibility and explanations of the different fee categories, visit [Are You Eligible?](#)

For further information on fees and charges please see <https://www.tafensw.edu.au/get-started-at-tafe-nsw/fees-information>

Please ensure you also read and understand the associated fee policies and conditions related to withdrawal from a course, applying for a refund of fees, applying for a deferral to your studies and if you are behind in payment of instalments.

## ADDITIONAL RESOURCES

You will need to provide the following resources which is retained on completion of study:

- If you require RSA competency card/FSS certificates an additional cost is required to be paid.
- Responsible Service of Alcohol Interim Certificate - \$87 (unit SITHFAB002) is charged by Liquor and Gaming NSW.
- Food Safety Supervisor Certificate - \$30 (units SITXFSA001 and SITXFSA002) is charged by the NSW Food Authority.

## READ BEFORE YOU ENROL

Learn about TAFE NSW [Fees](#)

Learn about TAFE NSW [Payment/Funding](#)

## RECOGNITION

Recognition is a process of acknowledging previously completed qualifications, skills, knowledge or experience relevant to your course. This may reduce the amount of learning required, reduce your course fees and allow you to achieve your qualification faster.

Learn about Recognition at TAFE NSW [Recognition](#)

## HOW TO ENROL

Enrolling with us is easy, though the exact process does depend on your course and any prerequisites that go with it. Be sure to read all course information carefully to make sure it is the right qualification, location and study type for you. Enrol and pay online via our secure payment gateway to secure your place. As you progress through the enrolment process you will be prompted to provide additional information.

For further information or assistance, call 131 601.

If you are interested in studying as a Trainee please call 131 601 for full details. (only if available as a trainee)



## UNITS

UNIT CODE	UNIT DESCRIPTION
SITXCOM005	Manage conflict
SITXWHS003	Implement and monitor work health and safety practices
SITXCOM002	Show social and cultural sensitivity
SITXFIN002	Interpret financial information
SITXCCS007	Enhance customer service experiences
SITTIND001	Source and use information on the tourism and travel industry
SITXHRM001	Coach others in job skills
SITTTSL010	Use a computerised reservations or operations system
SITTTSL016	Provide specialist advice on cruises
SITTTSL013	Construct promotional international airfares
SITTTSL012	Construct normal international airfares
SITXHRM006	Monitor staff performance
SITTTSL002	Access and interpret product information
SITXHRM003	Lead and manage people
SITXMPR005	Participate in cooperative online marketing initiatives
SITXEBS001	Use social media in a business
SITTTSL005	Sell tourism products and services
SITXMGT001	Monitor work operations
SITTTSL003	Provide advice on international destinations

## **NEXT STEPS**

Need more information? Call our customer support team on 131 601 or [submit an enquiry](#)