



# **Travel and Tourism SIT07**

## **Integrated School-based Apprenticeships (S-bA)**

### **Course Handbook**

### **2009/2010**

Hello

Thank you for enquiring about our tourism courses. By making an enquiry to Macquarie, you have taken the first step towards an exciting future in the tourism industry.

On the following pages you will find detailed information regarding the national training curriculum and the specific courses we offer.

This handbook should answer most of your questions, however if you feel you would like more information before you sign an application form, please write or email to the address below, or call us on (03) 5221 3577. We would be happy to hear from you.

Yours sincerely

Howard Randall  
PRINCIPAL

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Macquarie is a registered training organisation with the Victorian Registration & Qualifications Authority.

We have a very proud tradition of training students to the high standards essential to equip them with skills and the personal presentation required to enable them to obtain employment. The college was first established in Geelong in 1968, and is a non-profit organisation, charging a fee for service to cover operating costs, equipment replacement and course development.

## Student Information

Macquarie operates according to the AQTF (Australian Quality Training Framework), a specific code of practice with regard to educational standards, marketing, training information, fees and refunds, recruitment, trainee grievances/appeals, RPL, guarantee and sanctions. Our policies can be viewed online at:

<http://www.macquarie.vic.edu.au/cop>

Here you will find policies covering your enrolment as follows:

- Client support
- Access and equity
- Appeals, complaints and grievance procedures
- Disciplinary procedures
- Refund policy
- Internet and email
- Additional information regarding training and assessment
- Flexible learning
- Literacy and numeracy
- Confidentiality issues
- Child protection
- Occupational health and safety
- Recognition of current competencies
- Recognition of qualifications from other RTOs
- Student withdrawal and deferment

## Personal Development – Career Advancement – Employment Enhancement

### Macquarie Mission Statement

The mission of Macquarie Commercial College is to proficiently educate and train people to become valued employees, who are skilled and confident in their work.

#### Objective:

To provide professional, quality training solutions to all students in a cost-effective manner, on a fee for service basis.

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## Procedure for Application

### Enrolment procedure

After you have read the handbook in detail and decided to enrol in a course at Macquarie you will need to:

- Submit a completed application form with supporting evidence attached, together with a registration fee as required.
- Make an appointment for an Interview (face to face or by telephone) – to consider your career goals and the suitability of this course for you.
- You will be required to undertake an aptitude test.
- If deemed to be necessary we can provide an assessment for language, literacy and numeracy.

You will be notified in writing of the outcome of your application for enrolment.

### Access and equity

Macquarie is committed to creating and sustaining an educational and employment environment that values and utilises the contributions of people of different backgrounds, experiences and perspectives and which optimises opportunities for everyone to achieve his or her full potential.

### Criteria for selection/admission

After a formal application has been made the admissions officer will take into account the following factors before accepting an application:

- Previous education (preferred minimum Year 12 for school leavers), however each person is considered on their merit.
- For mature aged students, you may submit a work history and any other details to support your application.
- Adequate comprehension of the English language (to enable you to cope with the course content).
- Number of places available (applications are processed in order of receipt).

### Recognition of Qualifications from other RTOs

Recognition of Qualifications from other RTOs (registered training organisations) is essentially identifying which parts of a new qualification or course a person may already have, based on their current qualifications and courses attended. Macquarie will recognise all certified AQF (Australian Quality Framework) qualifications and statements of attainment issued by any other RTO and based on such prior learning credit transfer may apply. Application for credit transfer must be made upon enrolment ONLY and will not be accepted after commencement of study.

**Induction to your course**

A full induction will be conducted with you prior to the commencement of your course.

This will include:

- A pre-training review when you will select your units
- The construction of a training plan
- Cover pre employment topics
- Information about sign up with VECCI
- All remaining steps following an induction checklist

## Competency Based Training?

(CBT) is 'the ability to perform the activities within an occupation or function to the standard expected in employment'. Employment involves considerable training both on and off the job. The off-the-job training and assessment may be carried out in a range of conditions that replicate the working environment.

Competence is a wide concept, which embodies the ability to transfer skills and knowledge to new situations within the occupational area. It encompasses organisation and planning of work, innovation and coping with non-routine activities. It includes those personal and interpersonal skills that are required in the workplace to deal with co-workers, managers and customers.

### Training

Each unit of competence will have a range of elements or sub topics that must be covered. You will be made aware of the learning outcomes for the unit at the commencement of the unit.

The learning process will vary for each unit and will be dependant upon the type of competencies being undertaken. The general process for training is to use learning resources to read and absorb, observe and to put into practice specific competencies. This may be an opportunity to have an explanation of a process and sometimes to observe a demonstration of the process. Then you will perform a learning activity to put into practice what you have just learned. The learning activities are not part of your formal assessment unless specified at the beginning of the unit.

### Assessment

An assessment is required for each unit when you are to demonstrate competency for each of the elements of the unit. You will be given advance notice of the assessment and should be undertaken when you are confident that you can perform the tasks required.

There is no pass or fail concept with competency based training. The assessment is to determine if you are competent or not yet competent.

For some tasks you may be required to resubmit additional work or evidence. This is a developmental process and should not be seen as a 'failure'.

If at the completion of an assessment you are assessed as not yet competent, it will be necessary to obtain feedback in order to review the competencies prior to undertaking another assessment.

### Employment

Employers are looking for people with a high level of skills and who can be productive soon after employment. They also require people who can work independently, use their own initiative if required and also be able to work in a team situation. Macquarie graduates have continually achieved a very high level of success in finding employment within a relatively short time after completing a course. Many local businesses contact the college when a vacancy arises seeking a graduate who will fit their requirements. Many graduates from both the Office Administration and Travel courses have been extremely successful. Remember it does come down to you and the skills you can offer an employer.

## Employability Skills

The eight Employability Skills are:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self management
- Learning
- Technology

They are:

- a set of skills which support the ability to perform effectively in the workplace
- non-technical skills that might be called 'soft skills' or 'generic skills' or 'transferable skills'
- part of your training and assessment
- defined for your qualification in the Employability Skills Summary.

Employability Skills that you learn in one workplace can be applied and further developed in other workplaces and job roles.

In most cases Employability Skills are already part of the tasks and activities you do on a daily basis.

Employers in Australia, and around the world, are placing greater and greater emphasis on these skills.

As a learner or candidate for assessment, you should ensure that you are aware of the role Employability Skills play in the qualification and occupation for which you are training or being assessed.

If you would like more information, talk to your trainer or assessor.

## SIT30107 Certificate III in Tourism



## Qualification Rules

Total number of units = 15

5 core units plus

10 elective units

Macquarie reserves the right to change the electives and the actual hours delivered for a particular unit of work at any time. However it is necessary for a student to complete the core units and a requisite number of electives.

## Core Units

Unit Code	Unit Name	Nominal Hours
SITTIND001A	Develop and update tourism industry knowledge	25
SITXCCS001A	Provide visitor information	30
SITXCOM001A	Work with colleagues and customers	25
SITXCOM002A	Work in a socially diverse environment	20
SITXOHS001A	Follow health, safety and security procedures	10

## Elective Units

Unit Code	Unit Name	Nominal Hours
SITXCOM003A	Deal with conflict situations	20
SITXADM001A	Perform office procedures	20
SITXCOM004A	Communicate on the telephone	5
BSBWOR204A	Use business technology	20
BSBITU201A	Produce simple word processed documents	60
SITXFIN001A	Process financial transactions	25
SITTTSL004A	Source and provide Australian destination information and advice	40
SITTTSL005A	Sell tourism products and services	35
SITTTSL006A	Prepare quotations	30
SITTTSL009A	Process travel-related documentation	25



## College Rules

The reputation of Macquarie is based on the personal image of our students. To maintain and enhance this image the following rules apply to ALL of our students.

1. Students are expected to dress as they would for employment in an office.
2. Jeans must not be worn when attending the college.
3. Shoes or suitable sandals must be worn, no thongs.
4. Student behaviour should be that of a responsible and mature person.
5. Personal phone calls will not be accepted. (Emergencies excepted).
6. Mobile phones must be turned off inside the college.
7. To avoid congestion, students are requested not to have vehicles pick them up or drop them off in the grounds. Please use Lt Malop Street, Gheringhap Street, James Street, or other nearby locations.
8. There is to be NO SMOKING within the college building.
9. Students are expected to notify the college of any absence in advance (a phone call in the morning is sufficient).
10. No car parking on the college premises.

Failure to comply with the rules of the college or obey the directions of the Principal and staff may lead to the exclusion of a student from any of our courses. No refund of fees would be issued under these circumstances.

For more detailed information please refer to the policies and procedures published on our website, in particular the Student Discipline Policy. Our policies can be viewed online at: <http://www.macquarie.vic.edu.au/cop>

## Other Information

### Hours of Attendance

Students are required to be available for tuition as required by the timetable issued prior to commencement of the course. In most cases formal supervised classes will begin at 9:00am and finish at 3.30pm. Students should be prepared to spend extra time working on their own. The facilities are generally available to students until 6.00pm on most occasions. A half-hour break will be provided for lunch. Punctuality to all classes is expected.

### Facilities Available

Macquarie is relatively small, which ensures a warm friendly atmosphere to study in. The building is air-conditioned and carpeted; high quality furniture and equipment is provided throughout. There are two general classrooms, a computer room, full kitchen facilities and toilets.

## Location

The college is located in the CBD of Geelong, so there is ready access to shopping centres, banks, transport, entertainment and restaurants.

In addition there are numerous community facilities available nearby. These include the Geelong Regional Library (borrowing) and the Gordon Technical College Library (no borrowing), which may be used.

## Student Concessions

Concessions are generally available to full-time students travelling on buses, trains and airlines within Australia. These concessions are provided at the discretion of individual transport authorities. Cinema concessions may also be available.

## Welfare

Our priority at Macquarie is concern with the well being of the individual student. Staff are available for consultation and advice on such matters as accommodation, personal problems, financial advice etc.

## Dress Code

The image of the college is your image, as the business community will perceive you as a graduate from Macquarie. It is therefore important that all students are conscious of this and project a professional image in their dress and manner at all times.

## Terms of Your Enrolment

1. A registration fee of \$200.00 is payable at the time of lodging an application form for a course. All Tuition fees are due and payable **14 days prior to the commencement of each course**. Interest is payable on late payments of fees.
2. Monthly payments are a payment plan and enrolment is a contract to pay the total fee.
3. Enrolment fees are non-refundable.
4. All enrolment and non-used course fees will be refunded if the college cancels a course.
5. Requests for course withdrawals, deferments and refunds must be made in writing to the Principal of Macquarie.
6. Macquarie Commercial College reserves the right to cancel an enrolment if it is not completed within the stated timeframe for completion for the course. The course is deemed to have commenced at the conclusion of the enrolment process.

Specific details are available at: <http://www.macquarie.vic.edu.au/cop>