

Make a dramatic impact on your profitability

Training and education are the tools you can use to recognise the full potential of your employees.

Employees are the most valuable asset of any business, as the success of your organisation depends on their ability to improvise, innovate and grow with a changing world.

Training, therefore, adds value and differentiates your business in a competitive marketplace.

We will design training to meet your needs and use your Policies, Procedures & Systems to ensure a GREAT OUTCOME.

Training for:

Our training is suited to ALL the variety and various positions within the Tourism and Hospitality industries, including:

Accounts	Digital Marketing
Respx & Booking Systems	Sales and Marketing
Food and beverage	Tour Guiding
Reservations / Front Office	Cleaning/Maintenance
Management & Supervisors	Retail and Stock Control
Tour Desks & Online Sales	Kitchen and Food Hygiene

Training designed to suit YOU

Training Opportunities

Full Qualifications in Accredited Training for;

- ✓ Certificate II to Diploma in Travel and Tourism
- ✓ Certificate I to Diploma in Hospitality
- ✓ ACM30317 Certificate III in Captive Animals

Skill Sets and Short Courses (examples)

Accredited and Non Accredited

- ✓ Responsible Service of Alcohol (RSA)
- ✓ Digital Marketing and Social Media
- ✓ Hygienic Food Practices
- ✓ Tour Guiding
- ✓ Respx and Reservation Bookings
- ✓ CaPTAv8 with attitude
- ✓ Customer Service
- ✓ Time Management
- ✓ Management Training - Leaders who CaPTAv8



Funding and Incentives

Funding is available for new and existing employees and trainees of up to \$4,750. For more information on what funding options are available for you, please visit our website www.careerstrainingcentre.com.

Who is CTC?

Careers Training Centre (CTC) is part of the CaPTA Group, locally owned by the Woodward family, an industry leader in Far North Queensland. We provide you with tailored training programs that suit your organisations needs which are relevant and effective. We can train in YOUR workplace and design training that suits YOUR needs.

Our approach to training is practical and we utilise:

- Practical Tasks
- Group Work
- Workplace Activities
- Role Plays and Scenarios
- Your Policy, Procedures & Systems

Our Trainers

Our trainers work in the industries they train, and thus not only possess industry knowledge, but also, firsthand experience in the content we deliver. They understand the industry needs and the challenges of a workplace. They strive to provide a friendly and supportive environment for all who train with Careers Training Centre. Trainers will meet with you to set the content of training and the delivery schedule as well as to ensure we meet your needs in contextualising the delivery to your needs in the workplace and ensure the desired outcome.

Our Promise to YOU

Learn

- ✓ We customise our training to meet your needs
- ✓ Different strategies for different results
- ✓ Grow and motivate your staff
- ✓ Specialist Trainers with years of industry experience
- ✓ Work with your policy, procedures and systems
- ✓ Training location to suit YOU
- ✓ Cost Effective

Grow

- ✓ We give you practical skills
- ✓ Current industry knowledge
- ✓ We ensure you can transfer the skill and knowledge into the workplace
- ✓ Training that you can build on
- ✓ Retain staff
- ✓ Be an Employer of Choice
- ✓ Cross train and upskill staff
- ✓ Maximise opportunities

Succeed

- ✓ Results oriented
- ✓ Relevant outcomes
- ✓ Proven track record to assist you achieve change
- ✓ Industry leaders
- ✓ Specialist trainers that will value add to your business
- ✓ Value add to employment packages
- ✓ All training is Confidential
- ✓ Lasting results

Employer

"Careers Training Centre are great, in the fact that they really get to know the organisation of the employees they are training and deliver the training accordingly. I love how flexible the training is, it means that my employees can be trained where, when, and how suits us, and does not interrupt normal operations."

Allison Fielding
Owner, Longevity



Student

"I am much more confident and my current role even involves tour guiding which I never thought I would be able to do. It has also given me a greater understanding of how diverse this field is and has opened a lot of doors in terms of different career paths."

Rachel Gordon
Careers Training Centre Trainee

