2020-21 COURSE GUIDE

Learn. Grow. Succeed

Careers Training Centre

Tourism | Hospitality | Captive Animals

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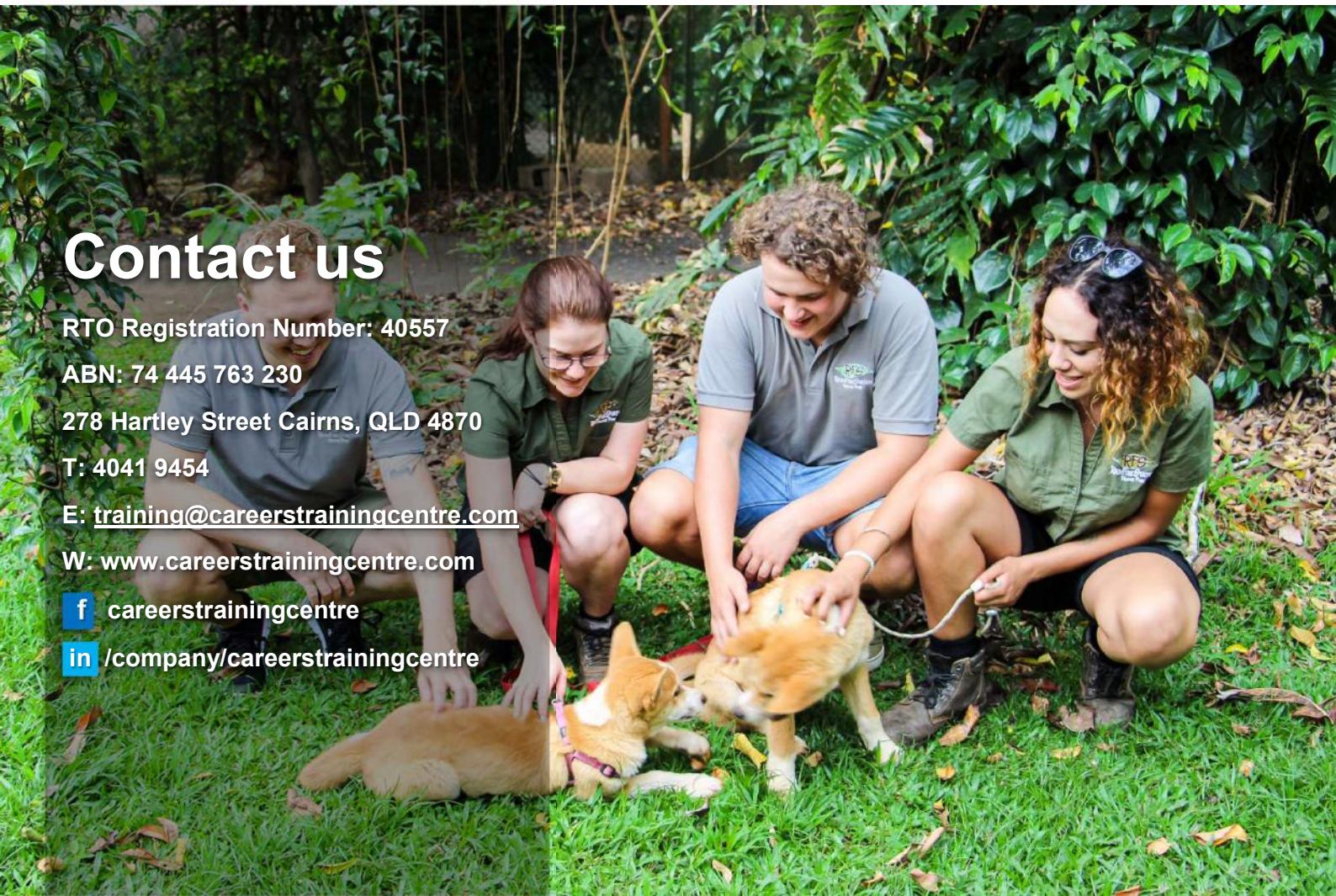
NATIONALLY RECOGNISED TRAINING

The Woodward Family CAPTA group

iteca Independent Tertiary Education Council Australia



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WELCOME

Welcome to the Careers Training Centre.

The Woodward Family CaPTA Group started in hospitality in 1976, over forty years ago.

Since then, we have expanded into many different attractions, coach companies and other tourism related activities.

We have always recognised the need for high quality, relevant training as having motivated staff with high skills sets is not only better for the customers, but also gives increased job satisfaction to the staff themselves.

We are sure that you will find the course interesting and rewarding and we hope you achieve the outcome you desire.

Peter Woodward

Managing Director, CaPTA Group

The Woodward Family CaPTA group

LEARN

We provide a supportive environment to learn in.

We customise our training to suit your needs.

Our trainers are skilled in the industry, and have a minimum of 5 years' experience at management level.

GROW

We provide you with options for practical work placements within the CaPTA Group businesses, as well as, industries across Queensland.

We develop your skills and knowledge to prepare you for the industry.

We are results oriented.

SUCCEED

We encourage you to apply for any job vacancies at one of our parks after your training.

We provide you with skills for life.

Our trainers provide you with industry knowledge to prepare you for your career.

We endeavour to help you achieve relevant outcomes.

CAREERS TRAINING CENTRE

About Us

Careers Training Centre operates as part of the Woodward Family CaPTA Group of companies which includes highly successful tourist operations in and around Cairns and Far North Queensland:

- ABC Sales & Maintenance
- Rainforestation Nature Park
- Australian Butterfly Sanctuary
- Wildlife Habitat
- Cairns Zoom and Wildlife Dome
- Tropic Wings
- Jungle Tours
- Wooroonooran Safaris

We offer nationally recognised courses in Captive Animals, Hospitality and Tourism. These courses are innovative and rewarding and students are encouraged to reach their maximum potential. This is achieved through the specifically designed course content which provides students with the opportunity for practical, creative and technical advancement. Change begins here, so go for it.

Our Trainers work in the industries they teach and have a minimum 5 years of experience at management level. They strive to provide a friendly and supportive environment for all who train with Careers Training Centre.

Our Training

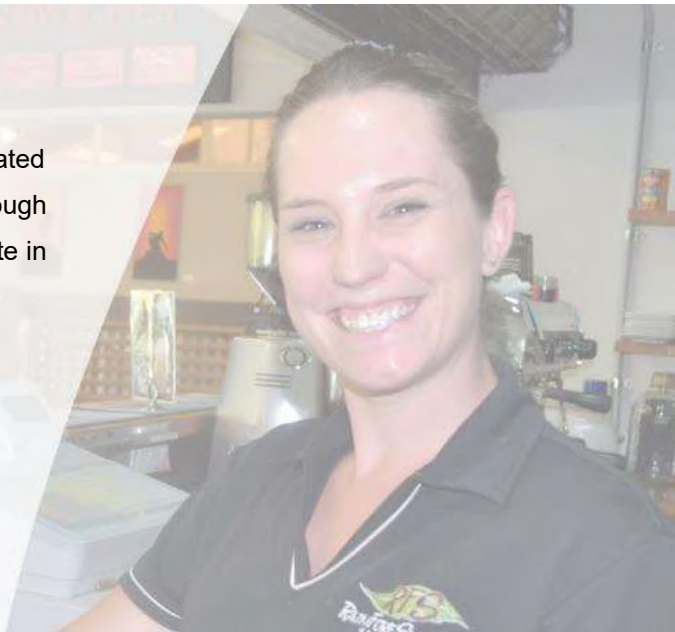
Careers Training Centre is a unique training organisation as we provide students with flexibility, their own starting dates and continuous support services. We train our students face-to-face as well as offering vocational work placements at one of the CaPTA Group parks, as well as other participating businesses across Queensland.

Our trainers strive to deliver relevant training that not only provide students with industry knowledge, but experience as well. Our trainers are dedicated to ensuring students make the most out of their course and are prepared for employment.

Distance Education

Distance education is offered at Careers Training Centre, as we are dedicated to supporting your needs. Distance education allows you to study even though you do not live in Cairns. Instead of face-to-face classes, you will participate in online means of communication with your trainer. As a part of distance education, we offer:

- Access to learning resources
- Tutorials available on Skype, phone or other devices
- Assessment is emailed to you, and handed in via email upon due date
- Practical evidence can be assessed using video



SHORT COURSES

Careers Training Centre provide the options for students to complete a short course. You can choose from the short courses we have created or make your own! We recommend a short course to anyone that is not interested in completing a whole certificate but are interested in learning about a particular topic and/or gaining a specific qualification.

Short courses can either be accredited or non-accredited, which basically means that if you complete an accredited short course, the qualification will be nationally recognised, where the non-accredited short course would not.

How to Create a Short Course

1

Think about what you want to learn.

Are you interested in gaining some knowledge about your industry to perform your job better? Or are you interested in getting extra skills to get a job?

2

Are you interested in the short courses that we have created?

- CaPTAv8 with attitude
- Leaders who CaPTAv8
- Workplace Health and Safety
- Food Hygiene

3

Look through the units in our qualifications.

Browse through the units in the qualifications that we offer in Tourism, Hospitality and Captive Animals. You may find some units that you are interested in learning about - or that are required to perform a job - or are you interested in getting extra skills to get a job?

4

Like what you see? Discuss options with our trainers.

Contact us to get in touch with our trainers and discuss the options available for you. Trainers will assist you throughout the process of creating your short course.

5

Put the short course together!

Once you have discussed options with the trainers you can create your short course and begin training when it suits you!

Recognition of Prior Learning (RPL)

The objective of the Recognition of Prior Learning (RPL) for the Vocational Education and Training system is ensure that an individual's recent prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised. It is important to note that the training, and/or experience, must be recent and identified before the commencement of training.

RPL assessment collects evidence of learning that has occurred outside the formal education and training system. The RPL process is a more personal process involving the assessor collecting recent evidence and aligning the evidence to the requirements of the accredited course or training package qualification.

This alignment process is used to document the way the evidence meets the requirements of the training package or accredited course. The nature of RPL assessment means that assessors may be presented with a wide range of evidence to consider. It is not enough for an assessor to determine that the evidence presented meets the requirements of the qualification or accredited course. It must be clearly documented how that determination was made.

RPLs cannot be given once training has started.

Credit Transfer

If you have completed an accredited qualification or recognised units of study with a Registered Training organisation you may be eligible for a credit transfer. Trainers will need to review if your accredited qualification or recognised units are still within a current training package or are equivalent to the current training package or units. Discuss your previous educational qualifications with your trainer to see if this is a possibility for you.

A student who requests a single and up to three units credit transfers will not receive a reduction in the enrolment cost or course fees. Students claiming more than four credit transfers may receive a discounted price at the discretion of the Staff Development Manager and must be discussed during the enrolment of the student.

When a student requests a current qualification to replace an expired equivalent qualification and where evidence mapping is undertaken by Careers Training Centre and mapped to the new qualification then the student will not receive a reduction in the enrolment cost or course fees on these units.

Vocational Work Placements

Qualifications can be applied to students who are unable to access a workplace. The training and assessment environment where access to commercial tourism operations are not available, the delivery and assessment will be in a simulated work or industry environment.

Careers Training Centre has established agreements with local industry to host training and assessments for students so that they gain the required skill and knowledge with the required resources, in a practical manner and meet the requirements under the training and assessment Vocational Education and Training package rules.

Businesses who have agreed to allow their workplace to be used for training and assessment are:

- Rainforestation Nature Park
- Wildlife Habitat
- Cairns ZOOM and Wildlife Dome
- Australian Butterfly Sanctuary
- Tropic Wings Cairns Tours
- Hartley's Crocodile Adventures
- Kuranda Koala Gardens
- Birdworld

CAREER MAP

YOU

What course is right for you?

Entry Level

Prepare students for entry-level positions or apprenticeships in a variety of industries. As well as providing basic knowledge, and demonstrates to a potential employer that you're actively interested in their industry.

0.5–1 year

Certificate II

Team Leading

Develop skills, theoretical knowledge and problem-solving abilities. ideal for those wanting to gain a trade, change careers or move out of entry-level roles.

1–2 years

Certificate III

Supervisory

For supervisory and management positions, for those who want to advance their careers in the industry they already work in, or further develop skills and knowledge acquired through previous study.

0.5–2 years

Certificate IV

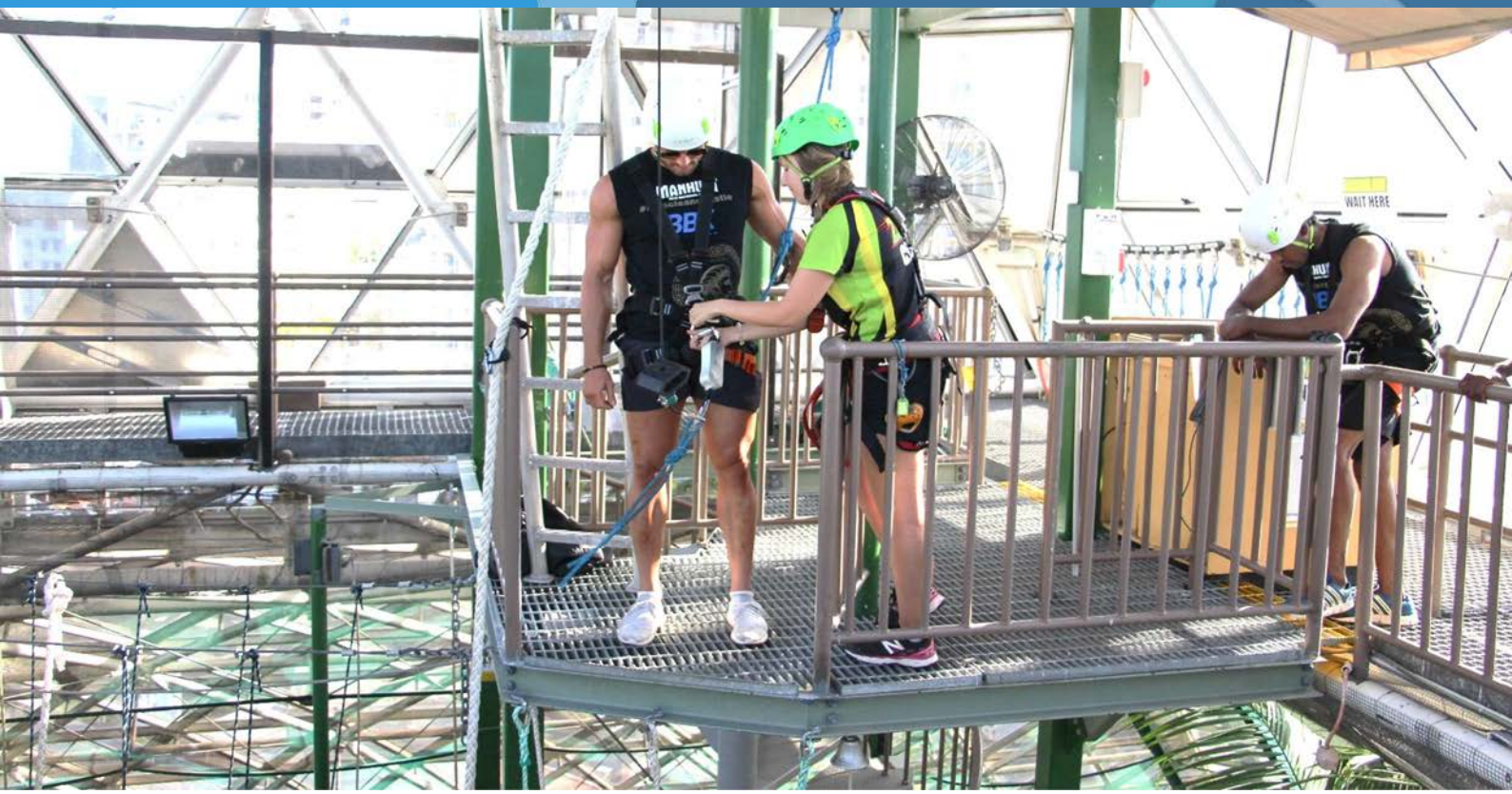
Management

To develop broad and in-depth skills in professional, technical or creative fields. Skills taught include planning, development and management.

1–2 years

Diploma

TOURISM



Why Study Tourism?

Careers Training Centre offer nationally accredited Tourism courses, where students are immersed into the field and gain relevant skills and knowledge to be successful in the most important industry to Cairns.

Working in Tourism provides you with a lifestyle of adventure and diversity. Travel the world and explore its beauty, while you're working.

Careers Training Centre provide you with options for vocational work placements.

Course Funding

Funding options are available for eligible students:

- User Choice
- School-based Traineeship
- Certificate 3 Guarantee
- Higher Level Skills

Are you eligible? To find out, please visit www.careerstrainingcentre.com

Flexible starting dates – study when you're ready!

Access and Equity:

Careers Training Centre believe that everyone deserves to have the opportunity to successfully gain skills, knowledge and experience through vocational education and training. Careers Training Centre is responsible for fulfilling its commitment to access and equity by ensuring continued participation of target groups in VET programs. These target groups include:

- Women
- Aboriginal and Torres Strait Islander peoples
- People from non-English speaking backgrounds
- People with a disability
- Rural and transition and other special groups (i.e. people re-entering the workforce, sole parents, people with literacy issues and the long-term unemployed)

Support Services:

Ongoing support is provided by Careers Training Centre throughout your training:

- If you are having difficulties in the workplace or at training
- Our Mentor is available to work with you to resolve concerns and give direction to further assistance if required.
- Trainers and assessors will visit you in your workplace regularly and work with your supervisors to develop your skills and knowledge
- Ability to arrange one on one training sessions at a mutually convenient time and place
- Language, Literacy and Numeracy Support

TOURISM CAREER MAP

YOU

What job are you seeking?

Entry Level

- Receptionist
- Office Assistant
- Retail Assistant
- Museum Attendant
- Ride Attendant

Team Leading

- Booking Agent
- Tour Guide
- Sales Consultant
- Operations Consultant
- Travel Consultant
- Visitor Information Officer
- Events Assistant

Supervisory

- Accounts Manager
- Assistant Manager
- Product Coordinator
- Promotions Officer
- Marketing Coordinator
- Senior Retail Cosultant
- Sales Executive
- Public Relations Manager
- Events Coordinator
- Operations Coordinator
- Reservations Sales or Call Centre Supervisor

Management

- Visitor Information Centre Manager
- Reservations Manager
- Retail Travel Agency Manager
- Incentives Manager
- Human Resource Manager
- Marketing Manager
- Product Manager
- Operations Manager

Certificate II

Certificate III

Certificate IV

Diploma

SIT20116 CERTIFICATE II IN TOURISM

This qualification focuses on providing excellent customer service and working as a team in the tourism industry.

To achieve a SIT20116 Certificate II in Tourism, 11 units must be completed:

- 4 core units
- 7elective units, consisting of:
  - a minimum of 3 units must be selected from the electives list
  - the remaining 4 units may be selected from this or another endorsed Training Package or accredited course

Core units:

- SITTTIND001 Source and use information on the tourism and travel industry
- SITXCCS003 Interact with customers
- SITXCOM002 Show social and cultural sensitivity
- SITXWHS001 Participate in safe work practices

Elective units:

- SITHACS001 Clean premises and equipment
- SITXCCS001 Provide customer information and assistance
- SITXCCS002 Provide visitor information
- BSBCMM201 Communicate in the workplace
- BSBWOR203 Work effectively with others
- SITXCOM003 Provide a briefing or scripted commentary
- BSBSUS201 Participate in environmentally sustainable work practices
- SITXFIN001 Process financial transactions
- SITXFSA001 Use hygienic practices for food safety
- SITHFAB002 Provide responsible service of alcohol
- SITHFAB005 Prepare & serve espresso coffee
- SITTTSL001 Operate online information systems
- SITTTSL002 Access and interpret product information
- SITXCOM001 Source and present information
- SITXINV001 Receive and store stock
- SITTGDE001 Interpret aspects of local Australian Indigenous culture
- HLTAID003 Provide first aid

Note: All pre-requisites for accredited units must be trained and assessed prior to the start of training for the required unit. Students must gain competency in the pre-requisite unit prior to the start of training for the unit with the pre-requisite.

Volume of Learning
600-1200 hours

Duration
9 months
(recommended)

Cost
$2,800

Funding
User Choice
Certificate 3 Guarantee

Entry Requirements
Completed year 10 and meet Workplace Health and Safety standards

Delivery
Cairns
Port Douglas
Tablelands
Kuranda
Innisfail
Distance

"The best thing about Careers Training Centre is the one-on-one and face-to-face training you receive. Receiving my first certificate opened my eyes and gave me the confidence to succeed".

Willie Enoch-Tranby,
Sales and Marketing Executive,
CaPTA Group

SIT30116 CERTIFICATE III IN TOURISM

Volume of Learning
1200 – 2400 hours

Duration
20 months
(recommended)

Cost
$3,200

Funding
User Choice
Certificate 3 Guarantee
School-based Traineeship

Entry Requirements
Completed year 10 and meet Workplace Health and Safety standards

Delivery
Cairns
Port Douglas
Tablelands
Kuranda
Innisfail
Distance

This qualification provides the skills and knowledge for an individual to be competent and possess well-developed tourism service, sales or operational skills.

To achieve a SIT30116 Certificate III in Tourism, 15 units must be completed:

- 4 core units
- 11 elective units, consisting of:
  - 3 units from Group A
  - 3 units from Group B

  OR
  - 6 units from Group C

  OR
  - 6 units from Group A, B, C or E
  - The remaining 5 units may be selected from any elective group below, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

Core units:

- SITTTIND001 Source and use information on the tourism and travel industry
- SITXCCS006 Provide service to customers
- SITXCOM002 Show social and cultural sensitivity
- SITXWHS001 Participate in safe work practices

Group A – Elective units: Tourism Office Operations

- SITTTSL001 Operate online information systems
- SITTTSL002 Access and interpret product information

Group B – Elective units: Tourism Coordination

- SITXCCS002 Provide visitor information
- SITTTSL005 Sell tourism products and services
- SITTTSL006 Prepare quotations
- SITTTSL007 Process reservations
- SITTTSL010 Use a computerised reservations or operations system

Group C – Elective units: Tourism Delivery

- SITHACS001 Clean premises and equipment
- SITTGDE001 Interpret aspects of local Australian Indigenous culture
- SITTGDE004 Lead tour groups
- SITTGDE005 Prepare and present tour commentaries or activities
- SITTGDE006 Develop and maintain the general and regional knowledge required by guides
- SITXCCS001 Provide customer information and assistance
- SITXCCS004 Provide lost and found services
- SITXCOM003 Provide a briefing or scripted commentary
- SITXWHS002 Identify hazards, assess and control safety risks

Group E – Elective units: General Electives

- BSBWOR203 Work effectively with others
- SITXCOM001 Source and present information
- BSBITU306 Design and produce business documents
- BSBSUS201 Participate in environmentally sustainable work practices
- SITXFIN001 Process financial transactions
- HLTAID003 Provide first aid
- SITHFAB002 Provide responsible service of alcohol
- SITHFAB004 Prepare and serve non-alcoholic beverages
- SITHFAB005 Prepare & serve espresso coffee
- SITHFAB007 Serve food and beverage
- SITHIND001 Use hygienic practices for hospitality service
- SITXFSA001 Use hygienic practices for food safety
- SITXHRM001 Coach others in job skills
- SITXINV001 Receive and store stock

Note: All pre-requisites for accredited units must be trained and assessed prior to the start of training for the required unit. Students must gain competency in the pre-requisite unit prior to the start of training for the unit with the pre-requisite.

SIT40116 CERTIFICATE IV IN TRAVEL AND TOURISM

This qualification reflects the role of individuals who use a broad range of sales and marketing or operational skills combined with sound knowledge of industry operations.

To achieve a SIT40116 Certificate IV in Travel and Tourism 19 units must be completed:

- 7 core units
- 12 elective units, consisting of:
  - 6 units from Group A
  - 6 additional units from Group A, Group B, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

In all cases selection of electives must be guided by the job outcomes sought, local industry requirements and the characteristics of this qualification.

Core units:

- SITTTIND001 Source and use information on the tourism and travel industry
- SITXCCS007 Enhance customer service experiences
- SITXCOM002 Show social and cultural sensitivity
- SITXCOM005 Manage conflict
- SITXFIN002 Interpret financial information
- SITXHRM001 Coach others in job skills
- SITXWHS003 Implement and monitor work health and safety practices

Group A: Elective Units (minimum of 6)

- SITXCCS002 Provide visitor information
- SITTTSL002 Access and interpret product information
- SITTTSL005 Sell tourism products and services
- SITTTSL006 Prepare quotations
- SITTTSL007 Process reservations
- SITTTSL010 Use a computerised reservations or operations system
- SITTGDE004 Lead tour groups
- SITTGDE005 Prepare and present tour commentaries or activities
- SITTGDE006 Develop and maintain the general and regional knowledge required guides

Group B: Elective Units (minimum of 6)

- BSBWRT401 Write complex documents
- BSBITU306 Design and produce business documents
- SITXFIN001 Process financial transactions
- SITXFIN003 Manage finances within a budget
- HLTAID003 Provide first aid
- SITXFSA001 Use hygienic practices for food safety
- SITXHRM002 Roster staff
- SITXHRM003 Lead and manage people
- SITXMGT001 Monitor work operations
- SITXWHS002 Identify hazards, assess and control safety risks

Optional Elective Units (maximum of 2)

- SITHFAB002 Provide responsible service of alcohol

Volume of Learning
600 – 2400 hours

Duration
24 months
(recommended)

Cost
$4,500

Funding
Higher Level Skills

Entry Requirements
Completed year 10 and meet Workplace Health and Safety standards

Delivery
Cairns
Port Douglas
Tablelands
Kuranda
Innisfail
Distance

SIT50116 DIPLOMA OF TRAVEL AND TOURISM MANAGEMENT

Volume of Learning
1200 - 2400 hours

Duration
48 months
(recommended)

Cost
$5,500

Funding
Higher Level Skills

Entry Requirements
Completed year 10 and meet Workplace Health and Safety standards

Delivery
Cairns
Port Douglas
Tablelands
Kuranda
Innisfail
Distance

This qualification develops student's managerial skills and teaches the ability to coordinate tourism and travel operations, as well as, marketing and product development activities.

To achieve a SIT50116 Diploma of Travel and Tourism Management, 23 units must be completed:

- 12 core units
- 11 elective units, consisting of:
  - 6 units from Group A
  - 5 units from Group A, Group B, elsewhere in SIT Training Package, or any other current Training Package or accredited course.

In all cases selection of electives must be guided by the job outcomes sought, local industry requirements and the characteristics of this qualification.

Core units:

- BSBDIV501 Manage diversity in the workplace
- SITTIND001 Source and use information on the tourism and travel industry
- SITXCCS007 Enhance customer service experiences
- SITXCCS008 Develop and manage quality customer service practices
- SITXCOM005 Manage conflict
- SITXFIN002 Interpret financial information
- SITXFIN003 Manage financial within a budget
- SITXFIN004 Prepare and monitor budgets
- SITXHRM003 Lead and manage people
- SITXMGT001 Monitor work operations
- SITXMGT002 Establish and conduct business relationships
- SITXWHS003 Implement and monitor work health and safety practices

Group A

- SITTTSL002 Access and interpret product information
- SITTTSL005 Sell tourism product and service
- SITTTSL006 Prepare quotations
- SITTTSL007 Process reservations
- SITTTSL010 Use a computerised reservations or operations system
- SITXCCS002 Provide visitor information
- SITTGDE004 Lead tour groups
- SITTGDE005 Prepare and present tour commentaries or activities
- SITTGDE006 Develop and maintain the general and regional knowledge required by guides
- SITTGDE007 Research and share information on Australian Indigenous cultures
- SITTGDE011 Coordinate and operate tours

Group B

- BSBWRT401 Write complex documents
- BSBITU306 Design and produce business documents
- HLTAID003 Provide first aid
- SITXFSA001 Use hygienic practices for food safety
- SITXGLC001 Research and comply with regulatory requirements
- SITXHRM002 Roster staff
- SITXHRM004 Recruit, select and induct staff
- SITXHRM006 Monitor staff performance
- SITXWHS002 Identify hazards, assess and control safety risks

Additional Elective units (maximum of 3)

- SITHFAB002 Provide responsible service of alcohol

HOSPITALITY

Why Study Tourism?

Do you have a passion for food, beverage and people? If so, then the hospitality industry is for you!

Careers Training Centre offer nationally accredited hospitality courses where students learn through a mix of theoretical and hands on learning which enables them to be successful in the industry.

Students must complete practical industry placements, where Careers Training Centre provide practical placement options.

Course Funding

Funding options are available for eligible students:

- User Choice
- School-based Traineeship
- Certificate 3 Guarantee

Are you eligible? To find out, please visit www.careerstrainingcentre.com

Flexible starting dates – study when you're ready!

Access and Equity:

Careers Training Centre believe that everyone deserves to have the opportunity to successfully gain skills, knowledge and experience through vocational education and training. Careers Training Centre is responsible for fulfilling its commitment to access and equity by ensuring continued participation of target groups in VET programs. These target groups include:

- Women
- Aboriginal and Torres Strait Islander peoples
- People from non-English speaking backgrounds
- People with a disability
- Rural and transition and other special groups (i.e. people re-entering the workforce, sole parents, people with literacy issues and the long-term unemployed)

Support Services:

Ongoing support is provided by Careers Training Centre throughout your training:

- If you are having difficulties in the workplace or at training
- Our Mentor is available to work with you to resolve concerns and give direction to further assistance if required.
- Trainers and assessors will visit you in your workplace regularly and work with your supervisors to develop your skills and knowledge
- Ability to arrange one on one training sessions at a mutually convenient time and place
- Language, Literacy and Numeracy Support

HOSPITALITY CAREER MAP

YOU

What job are you seeking?

Entry Level

- Bar Attendant
- Bottle Shop Assistant
- Cafe Assistant
- Catering Attendant
- Food and Beverage Attendant
- Room Attendant
- Front Office Assistant

Team Leading

- Front Destk Reception
- Function Attendant / Host
- Gaming Attendant
- Housekeeper
- Restaurant Host
- Waiter
- Senior Bar Attendant
- Espresso Coffee Machine Operator

Certificate II

Certificate III

SIT20316 CERTIFICATE II IN HOSPITALITY

This qualification focuses on providing excellent customer service, completing basic tasks and working as a team in the hospitality industry.

To achieve a SIT20316 Certificate II in Hospitality 12 units must be completed:

- 6 core units
- 6 elective units, consisting of:
  - 1 unit from the Group A
  - 3 units from Group B
  - 2 units from Group B, elsewhere in SIT Training Package, or any other current Training Package or accredited course.

In all cases selection of electives must be guided by the job outcomes sought, local industry requirements and the characteristics of this qualification.

Core units:

- BSBWOR203 Work effectively with others
- SITHIND002 Source and use information on the hospitality industry
- SITHIND003 Use hospitality skills effectively
- SITXCCS003 Interact with customers
- SITXCOM002 Show social and cultural sensitivity
- SITXWHS001 Participate in safe work practices

Group A - Elective units (choose minimum of 1)

- SITHIND001 Use hygienic practices for hospitality service
- SITXFSA001 Use hygienic practices for food safety

Group B - Elective units (choose minimum of 3)

- SITHACS001 Clean premises and equipment
- SITXCCS002 Provide visitor information
- BSBCMM201 Communicate in the workplace
- SITXCOM001 Source and present information
- BSBSUS201 Participate in environmentally sustainable work practices
- SITXFIN001 Process financial transactions
- HLTAID003 Provide first aid
- SITHFAB001 Clean and tidy bar areas
- SITHFAB002 Provide responsible service of alcohol
- SITHFAB003 Operate a bar
- SITHFAB004 Prepare and serve non-alcoholic beverages
- SITHFAB005 Prepare & server espresso coffee
- SITHFAB007 Serve food and beverage
- SITXFSA001 Use hygienic practices for food safety
- SITXFSA002 Participate in safe food handling practices
- SITXINV001 Receive and store stock
- SITHIND001 Use hygienic practices for hospitality service

Note: All pre-requisites for accredited units must be trained and assessed prior to the start of training for the required unit. Students must gain competency in the pre-requisite unit prior to the start of training for the unit with the pre-requisite. All students must complete 36 practical shifts.

Volume of Learning
600 -1200 hours

Duration
12 months
(recommended)

Cost
$2,800

Funding
User Choice
Certificate 3 Guarantee

Entry Requirements
Completed year 10 and meet Workplace Health and Safety standards

Delivery
Cairns
Port Douglas
Tablelands
Kuranda
Innisfail
Distance

"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 Graduate

SIT30616 CERTIFICATE III IN HOSPITALITY

Volume of Learning
1200 – 2400 hours

Duration
20 months
(recommended)

Cost
$3,200

Funding
User Choice
Certificate 3 Guarantee
School-based Traineeship

Entry Requirements
Completed year 10 and meet Workplace Health and Safety standards

Delivery
Cairns
Port Douglas
Tablelands
Kuranda
Innisfail
Distance

This qualification focuses on providing excellent customer service, completing intermediary tasks and working as a team in the hospitality industry.

To achieve a SIT30616 Certificate III in Hospitality, 15 units must be completed:

- 7 core units
- 8 elective units, consisting of:
  - 1 unit from Group A
  - 5 units from Group B
  - 2 units from Group B, Group C, elsewhere in SIT Training Package, or any other current Training Package or accredited course.

For this qualification, electives may be selected to meet either a specialist or multi-skilled job outcome. In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

Core units:

- BSBWOR23 Work effectively with others
- SITHIND002 Source and use information on the hospitality industry
- SITHIND004 Work effectively in hospitality service
- SITXCCS006 Provide service to customers
- SITXCOM002 Show social and cultural sensitivity
- SITXHRM001 Coach others in job skills
- SITXWHS001 Participate in safe work practices

Group A – Elective units (choose minimum of 1)

- SITHIND001 Use hygienic practices for hospitality service
- SITXFSA001 Use hygiene practices for food safety

Group B – Elective units (choose minimum of 5)

- SITHACS001 Clean premises and equipment
- SITTTSL007 Process reservations
- SITXCCS002 Provide visitor information
- BSBITU306 Design and produce business documents
- SITXFIN001 Process financial transactions
- SITHFAB001 Clean and tidy bar areas
- SITHFAB002 Provide responsible service of alcohol
- SITHFAB003 Operate a bar
- SITHFAB004 Prepare and serve non-alcoholic beverages
- SITHFAB005 Prepare & serve espresso coffee
- SITHFSA001 Use hygiene practices for food safety
- SITXFSA002 Participate in safe food handling practices
- SITHIND001 Use hygienic practices for hospitality service
- SITXCCS004 Provide lost and found services
- SITHCCC002 Prepare and present simple dishes
- SITHFAB007 Serve food and beverage

Group C – Elective units

- BSBCMM201 Communicate in the workplace
- SITXCOM001 Source and present information
- BSBSUS201 Participate in environmentally sustainable work practices
- HLTAID003 Provide first aid
- SITXINV001 Receive and store stock
- SITXWHS002 Identify hazards, assess and control safety risks

Note: All pre-requisites for accredited units must be trained and assessed prior to the start of training for the required unit. Students must gain competency in the pre-requisite unit prior to the start of training for the unit with the pre-requisite. Students must complete 36 practical shifts to achieve the qualification

CAPTIVE ANIMALS

Why Study Captive Animals?

If you have a love for wildlife, then this is the course for you! Careers Training Centre is the only Registered Training Organisation (RTO) in Far North Queensland that deliver the ACM30317 Certificate III in Captive Animals. Being a part of the CaPTA Group, we can place students at one of the following parks:

- Rainforestation Nature Park
- Australian Butterfly Sanctuary
- Wildlife Habitat
- Cairns ZOOM and Wildlife Dome

Placement is also offered through our close industry link, including the following businesses:

- Kuranda Koala Garden
- Birdworld
- Hartley's Crocodile Adventure

Careers Training Centre offer this course through distance education, providing placement at various commercial wildlife industries across Queensland.

Flexible starting dates – study when you're ready!

Access and Equity:

Careers Training Centre believe that everyone deserves to have the opportunity to successfully gain skills, knowledge and experience through vocational education and training. Careers Training Centre is responsible for fulfilling its commitment to access and equity by ensuring continued participation of target groups in VET programs. These target groups include:

- Women
- Aboriginal and Torres Strait Islander peoples
- People from non-English speaking backgrounds
- People with a disability
- Rural and regionally isolated communities
- People in transition and other special groups (i.e. people re-entering the workforce, sole parents, people with literacy issues and the long-term unemployed)

Support Services:

Ongoing support is provided by Careers Training Centre throughout your training:

- If you are having difficulties in the workplace or at training
- Our Mentor is available to work with you to resolve concerns and give direction to further assistance if required.
- Trainers and assessors will visit you in your workplace regularly and work with your supervisors to develop your skills and knowledge
- Ability to arrange one on one training sessions at a mutually convenient time and place
- Language, Literacy and Numeracy Support

ACM30317 CERTIFICATE III IN CAPTIVE ANIMALS

Volume of Learning
1200 – 2400 hours

Duration
18 months
(recommended)

Cost
$6,990

Funding
NA

Entry Requirements
Completed year 10 and meet Workplace Health and Safety standards

Delivery
Cairns
Port Douglas
Tablelands
Kuranda
Innisfail
Distance

This qualification is intended for people interested in pursuing a career as a Zoo / wildlife keeper in the captive animal industry. Possible job roles:

- Trainee keeper
- Pre-trade keeper
- Assistant keeper
- Animal care attendant
- Wildlife animal carer

To achieve an ACM30317 Certificate III in Captive Animals all 16 units must be completed:

- ACMWHS301 Contribute to workplace health and safety processes
- ACMCAN301 Work within a captive animal facility
- ACMCAN302 Prepare and present information to the public
- ACMCAN303 Support collection management
- ACMCAN304 Prepare and maintain animal housing
- ACMCAN305 Assist with capturing, restraining and moving animals
- ACMCAN306 Monitor animal reproduction
- ACMGAS301 Maintain and monitor animal health and wellbeing
- ACMGAS302 Provide enrichment for animals
- ACMGAS303 Plan for and provide nutritional requirements for animals
- ACMSUS201 Participate in environmentally sustainable work practices
- ACMCAN310 Assist with exhibit design and planning
  renovation
- ACMCAN307 Rehabilitate native wildlife
- ACMCAN311 Care for young animals
- ACMSUS401 Implement and monitor environmentally sustainable work practice
- HLTAID003 Provide First Aid

Note: Must have commercial industry work placement

"After 10 years as a nurse/midwife, I chose to change careers and train as a wildlife keeper; through the certificate III in Captive Animals. Careers Training Centre have helped me transition to my new career, proving that you can teach an old dog new tricks!"

Debra Hall

Career Training Centre Graduate

HOW TO ENROL

You

For more information on training, visit this website:

www.qtic.com.au
www.acpet.com.au
www.australianapprenticeships.gov.au
www.training.gov.au
www.serviceskills.com.au

CHOOSE YOUR COURSE

FUNDING?

Are you eligible for government funding?

YES

NO

ELIGIBILTY FORM

You will need to complete the eligibility form for the relevant funding program.

All documents can be found on our website
www.careerstrainingcentre.com

ENROLMENT FORM

You will need to complete the correct enrolment form.

PAYMENT PLAN AGREEMENT

A payment plan agreement determines the method and schedule of course payments.

LANGUAGE, LITERACY AND NUMERACY (LLN) ASSESSMENT

This assessment allows us to determine where you are in your learning development to tailor the training to your requirements.

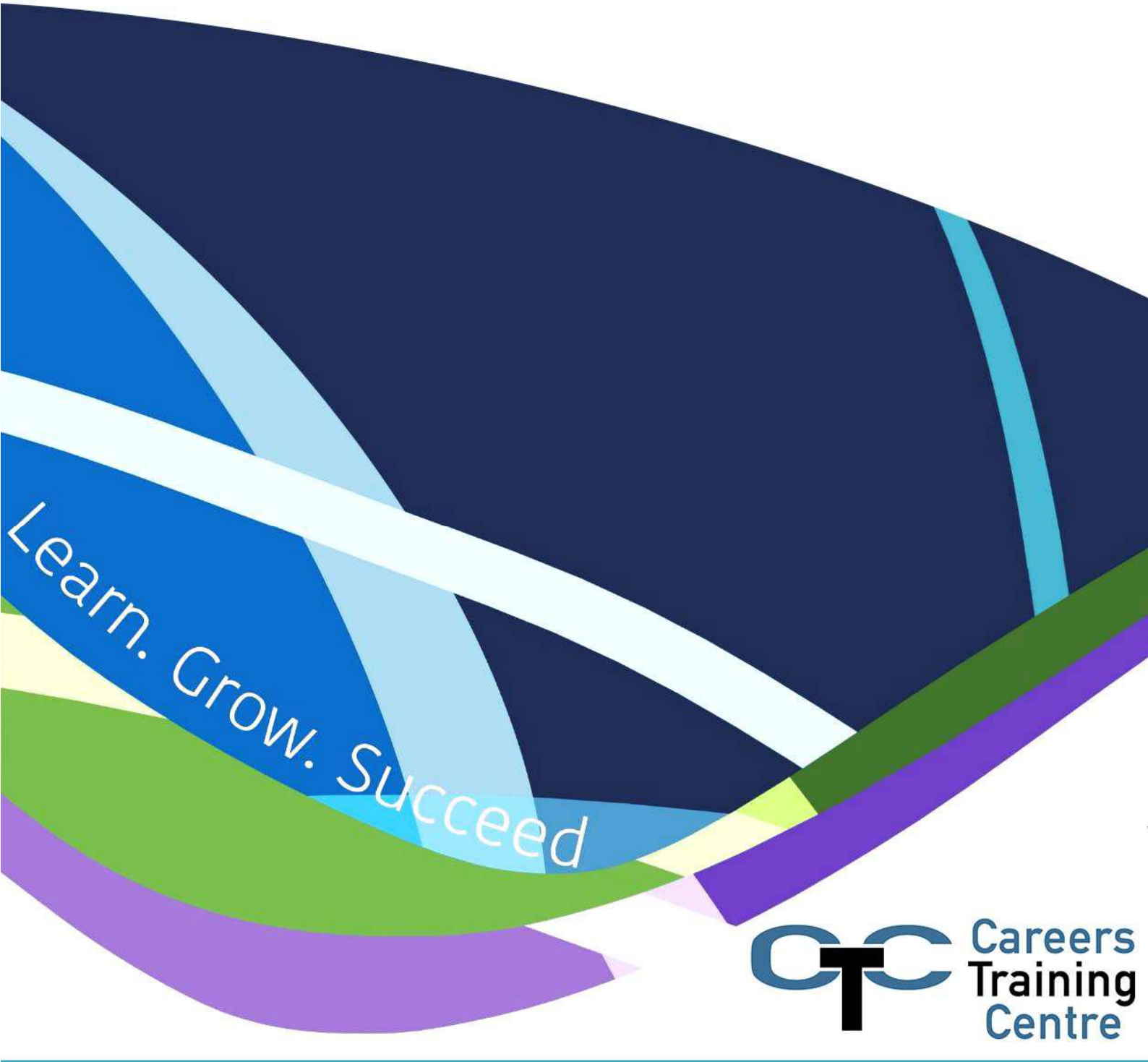
UNIQUE STUDENT IDENTIFIER (USI)

A USI is used to store your training records and results online. You will need to set up your own USI.

EMAIL THE DOCUMENTS TO US

INTERVIEW

(Enrolment subject to interview outcome)

Contact us

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