



THE SYDNEY BUSINESS & TRAVEL ACADEMY



COURSE GUIDE

2019

SIT30116 Certificate III in Tourism **(CRICOS Course Code 092092G)**

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This Certificate III qualification is a nationally recognised qualification. The qualification reflects the role of individuals who wish to develop and use a range of tourism skills and information in sales and operationally and hold and use a sound industry knowledge of tourism industry operational requirements to coordinate tourism services. Using discretion and judgement, they work with some independence and

under limited supervision using plans, policies and procedures to guide work activities. It provides a pathway to work in many tourism industry sectors and for a diversity of employers including tour operators, inbound tour operators, visitor information centres, attractions, cultural and heritage sites, and any small tourism business. This qualification allows for multi-skilling and for specialisation in office-based roles involving the planning and coordination of tourism services, or roles in the field where products are provided.

CAREER OPPORTUNITIES

If you complete this qualification you could gain roles such as:

- adventure tourism guide
- attendant or senior ride operator in an attraction or theme park
- booking agent, customer service agent or reservations sales agent
- cellar door salesperson and guide in a winery
- guide and salesperson in an Indigenous cultural centre
- inbound tour coordinator
- marine tourism guide or dive tour operator
- museum attendant
- operations consultant for a tour operator
- sales consultant
- visitor information officer.

ENTRY REQUIREMENTS

There are no entry requirement into this qualification, however to study this course at SBTA, the students must:

- be 18 years and over

Academic

- hold qualification at Certificate II level; or

- Completed year 11 or overseas equivalent

English

- Hold minimum score of IELTS 5.5 or equivalent or
- an English proficiency of upper intermediate level or above from any NEAS accredited ELICOS provider

COURSE DURATION

This program will be delivered over a total of 52 weeks (1 year) which is made up of 36 contact weeks plus 16 weeks of holiday breaks.

STUDY MODE

Minimum of 20 hours per week (minimum of 15 hours face-to-face plus 5 hours of distance learning per week)

COURSE LOCATION

Levels 2 & 6/401 Sussex Street, SYDNEY NSW 2000

Available shifts:

- AM Shift 08.45am - 12.30pm Monday to Thursday
- EV Shift 04.45pm - 08.30pm Monday to Thursday

PATHWAYS FROM THE QUALIFICATION

- After achieving this qualification, students can gain a pathway and progress to study the SIT40116 Certificate IV in Travel and Tourism qualification.

COURSE FEES

Course fees for this qualification is \$6,100 which is made up as follows:

- Total course fee: \$6,100
- Term fee: \$1,525

Other fees

- Enrolment fee: Student Visa \$250 (Other visas \$100)
- Materials fee: \$100

Other **Miscellaneous Fees** (if required) – refer to the following table

Enrolment Fee	Student Visa \$250 Other Visas \$100
Overseas Student Health Cover	Single cover approx. from \$50.00 p/month. Subject to change without notice
Homestay Placement Fee	\$290
Homestay	\$290 p/week (2 meals weekdays, 3 meals weekends)
Home share	\$250 p/week (without meals)
Airport Pick-up Fee	\$290
Late Payment Fee	\$100, Additional fee if overdue 4 weeks or more \$100
Course Change	\$100
Document Requests	\$40 Interim Transcript, Holiday Letter, Confirmation Letter, Academic Status Letter etc
Reissue of qualification/transcript	\$100 (or first issue more than six months after course completion)
Registered post	\$40
Reassessment of an assessment task	\$100
Repeating a subject or a subject cluster	\$200
Assessment re-marking request	\$70
Credit Transfer (Current SBTA qualification)	\$100, Superseded SBTA qualification \$200
Credit Transfer (Non-SBTA qualification)	\$300
RPL Application Fee	\$500
RPL Assessment Fee	50% of the total course fee
Photocopying	20c per page

Replacement student ID card	\$10
Verification of SBTA qualification	\$100
Application for additional leave fee	\$200
Late submission of assessment	\$100
Shift transfer	\$50

COURSE OVERVIEW

This qualification reflects the role of individuals who use a range of well-developed tourism service, sales or operational skills and sound knowledge of industry operations to coordinate tourism services. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

This qualification comprises of a total of 15 units of competency which includes 4 core units plus 11 electives chosen from a range of electives. If students successfully complete all 15 units, students will be awarded with the SIT30116 Certificate III in Tourism. If students partially complete one or more units of competency, they will be awarded a Statement of Attainment for the units successfully completed.

UNIT OF COMPETENCY	UNIT DESCRIPTION
SITTIND001 Source and use information on the tourism and travel industry (Core unit)	<p>This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the tourism and travel industry. This includes industry structures, technology, laws and ethical issues specifically relevant to the tourism and travel industry. Tourism and travel personnel integrate this essential knowledge on a daily basis to work effectively in the industry. This unit applies to all tourism and travel sectors and people working at different levels. Managers will use more formal research to attain specialised and comprehensive knowledge which supports product planning, marketing and strategic management activities. This is covered within other units of competency. This unit is not about having in-depth knowledge but focuses on the ability to source and interpret information relevant to day-to-day activities in order to maximise performance. In this course you will study topics about:</p> <ul style="list-style-type: none"> • Sourcing and using industry information. • Sourcing and using compliance information. • Sourcing and using information on tourism and travel technology. • Updating personal and organisational knowledge of the tourism and travel industry.

SITXCCS006
Provide service to customers (Core unit)

This unit describes the performance outcomes, skills and knowledge required to communicate effectively with and provide quality service to both internal and external customers. It requires the ability to establish rapport with customers, determine and address customer needs and expectations, and respond to complaints. The unit applies to those frontline service personnel who deal directly with customers on a daily basis and who operate with some level of independence and under limited supervision. This includes individuals working in a range of tourism, travel, hospitality and events contexts.

In this course you will study topics about:

- Communication with internal and external customers.
- Following defined organisational standards when delivering service.
- Providing service to customers.
- Responding to customer complaints.
- Providing internal feedback on customer service practices.

SITXCOM002
Show social and cultural sensitivity (Core unit)

This unit describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues. It requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross-cultural misunderstandings should they arise. The unit applies to all tourism, travel, hospitality and event sectors. All personnel at all levels use this skill in the workplace during the course of their daily activities. In this course you will study topics about:

- Communicating with customers and colleagues from diverse backgrounds.
- Addressing cross-cultural misunderstandings.

SITXWHS001
Participate in safe work practices (Core unit)

This unit describes the performance outcomes, skills and knowledge required to incorporate safe work practices into own workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety (WHS) management practices. The unit applies to all tourism, travel, hospitality and event sectors and to any small, medium or large organisation. All personnel at all levels use this skill in the workplace during the course of their daily activities. The unit incorporates the requirement for all employees under state and territory WHS legislation, to participate in the management of their own health and safety, that of their colleagues and anyone else in the workplace. They must cooperate with their employer and follow practices to ensure safety at work. In this course you will study topics about:

- Working safely.
- Following procedures for emergency situations.
- Participating in organisational WHS practices.

SITTSLO11 **Source airfares for domestic flights**

This unit describes the performance outcomes, skills and knowledge required to create flight itineraries and source airfares for domestic air travel. It requires the ability to interpret flight information and conditions applicable to specific fares and to quote on airfares that meet customer needs. The unit applies to tourism and travel industry organisations that sell domestic airfares such as travel agencies, tour wholesalers and consolidators. It applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants and managers, ticketing consultants, consolidator ticketing officers and reservations and operations consultants. In this course you will study topics about:

- Interpreting domestic airfare information.
- Creating domestic flight itineraries and airfares.
- Documenting and maintaining records of calculations.

SITTSLO02 Access and interpret product information

This unit describes the performance outcomes, skills and knowledge required to access product information on tourism, travel, hospitality, or events products to fulfil sales or operational needs. It requires the ability to identify sources of information and to interpret specific details of the products. The product can include any international or domestic product sold by any tourism, travel, hospitality, or events business. The breadth and depth of product knowledge and its application will vary according to the industry sector, workplace and job role. This unit is not about having an in-depth knowledge of products, but focuses on the ability to source and interpret information. The unit mainly applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. It does, however, describe a fundamental operational function and those individuals who work with very little independence under close supervision would also use this skill. This includes visitor information officers, travel consultants, corporate consultants, inbound tour coordinators, account managers for professional conference organisers, event coordinators, tour guides, hotel guest relations officers, tour desk officers, and reservations sales agents. In this course you will study topics about personnel who are also selling travel insurance to a client must meet the requirements of the Financial Services Reform Act (2001). You will be studying topics such as:

- Accessing product information.
- Interpreting product information.
- Updating product knowledge.

SITTSLO01 Operate online information systems

This unit describes the performance outcomes, skills and knowledge required to operate an online information system to source information for various operational purposes. It requires the ability to identify information requirements and locate, check and download information. The unit applies to any tourism, travel, hospitality, or events industry sector. The online system used will vary according to the organisation and industry sector but can include the internet, and any internal or external information database. This unit mainly applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. It does, however, describe a basic operational function of minimal complexity and those individuals who work with very little independence under close supervision would also use this skill. This includes visitor information officers, travel consultants, tour coordinators, account managers for professional conference organisers, event coordinators, tour guides, hotel guest relations officers, tour desk officers, and reservation sales agents. In this course you will study topics about:

- Accessing online information.
- Checking and downloading information.

SITTSLO08 Book supplier products and services

This unit describes the performance outcomes, skills and knowledge required to make and administer customer bookings for products and services. It requires the ability to identify customer booking requirements, request and confirm them with suppliers, and administer all bookings through to finalisation. The unit does not cover the skills required to receive and process an incoming reservation, which are covered in SITTSLO07 Process reservations. The unit applies to frontline operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour guides, banquet coordinators or managers, hotel guest relations officers, tour

desk officers, and operations coordinators. In this course you will study topics about:

- Administering customer file and identifying booking requirements.
- Requesting products and services.
- Recording requests and confirmations.
- Updating and finalise bookings.

This unit describes the performance outcomes, skills and knowledge required to receive and process reservations for a tourism, travel, hospitality or events product or service offered for sale to agents or direct to the customer. It requires the ability to determine the availability of the product or service, offer alternatives, accurately record the reservation details and administer the reservation through to finalisation. This unit covers the required skills to manage reservations and not the related sales and computer skills that are found in other units. The product can include any international or domestic product sold by any tourism, travel, hospitality, or event organisation. It applies to those operators who act as principal (the supplier) and who receive and process reservations for the supply of their product or service. This includes airlines, vehicle rental companies, hotels, motels, bed and breakfasts or other accommodation providers, tour operators of any type, outbound tour wholesalers, and attractions and theme parks. The unit applies to those personnel who operate with some level of independence and under limited supervision. This includes reservations sales agents, reservations consultants, call centre consultants, booking officers, and business owner-operators. In this course you will study topics about:

SITTSLO07 Process reservations

- Receiving reservation request.
- Recording details of reservation.
- Updating reservations.
- Advising others of reservation details.

This unit describes the performance outcomes, skills and knowledge required to calculate the costs of products and services and to present quotations to customers. It requires the ability to provide quotations for products and services where business pricing has already been determined. The unit applies to any tourism, travel, hospitality or events industry sector and quotations can be for any international or domestic product. The organisation could be a principal (the supplier) or an agent quoting on products and services on behalf of the principal. It applies to frontline sales or operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour guides, restaurant managers, banquet coordinators or managers, resort activities coordinators, tour desk officers, reservations sales agents, and owner-operators of small tourism organisations. In this course you will study topics about:

SITTSLO06 Prepare quotations

- Calculating costs of products and services.
- Providing quotations to customer.
- Updating and record quotations.

SITTSL004 Provide advice on Australian destinations

This unit describes the performance outcomes, skills and knowledge required to source and provide customer information and advice relating to Australian destinations and their features. It requires the ability to identify appropriate information sources and research destinations in order to develop and update a general destination knowledge base. Specific and detailed product knowledge is covered in SITTSL002 Access and interpret product information. Domestic destinations and their features can include any sold by any travel or tourism organisation. Travel and tourism operators in Australia, such as travel agents, tour wholesalers and inbound tour operators, would cover multiple Australian destinations. Visitor information centres and some tour operators would specialise in one region. The breadth and depth of destination knowledge required will vary according to the industry sector, workplace and job role. This unit is not about having an in-depth knowledge of every destination but focuses on the ability to collect and interpret destination information. The unit applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes visitor information officers, travel consultants, tour operations coordinators, inbound tour coordinators, account managers for professional conference organisers, event coordinators, tour guides, hotel guest relations officers, tour desk officers, and reservations sales agents. In this course you will study topics about:

- Developing knowledge of Australian destinations.
- Updating knowledge of Australian destinations.
- Providing information and advice on specific Australian destinations.

SITTSL010 Use a computerised reservations or operations system

This unit describes the performance outcomes, skills and knowledge required to use a computerised reservations or operations system to create, maintain and administer bookings for products and services. The unit covers the required computer skills to use all system functions and capabilities and not the related sales skills, which are found in other units. The unit applies to any tourism, travel, hospitality or event industry sector and any computerised system used to manage international or domestic product sales. It applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour desk officers, operations consultants, and reservations sales agents. In this course you will study topics about:

- Accessing and manipulate system information.
- Using computer system features to create and administer reservations.
- Sending and receiving communications.
- Administering sales and operations functions using the system.

SITTSL009 Process travel-related documentation

This unit describes the performance outcomes, skills and knowledge required to process a range of travel and tourism documentation. It requires the ability to identify and interpret all documentation requirements and to prepare and despatch documents within designated deadlines. The product can include any international or domestic product sold by any tourism, travel, hospitality, or event organisation. This unit applies to all organisations where travel and tourism documents, including air tickets, are issued to customers, suppliers and sometimes to tour delivery staff. The unit applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants, inbound tour coordinators, visitor information officers, account managers for professional

conference organisers, event coordinators, tour guides, tour desk officers, and operations coordinators. Some larger organisations support a documentation department staffed by entry-level documentation officers who may require more supervision. In this course you will study topics about:

- Interpreting information required for processing documentation.
- Processing documentation.
- Finalising processing of documentation.

SITXCCS002
Provide visitor information

This unit describes the performance outcomes, skills and knowledge required to access general information on facilities, products and services available in the local area and to provide this to visitors. The unit applies to frontline service personnel working in a range of tourism, travel, hospitality, entertainment and cultural contexts. Information is often provided face-to-face, but may be by telephone or other remote mechanisms. It applies to frontline service personnel who routinely respond to visitor requests for general local area information. They may be working independently or with guidance from others in restaurants, hotels, wineries, attractions, entertainment venues, tour operations, visitor information centres and at tour desks. In this course you will study topics about:

- Accessing and updating visitor information.
- Providing information to visitors.
- Seeking feedback on information provision.

BSBCMM201
Communicate in the workplace

This unit describes the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence. It applies to individuals who perform a range of routine workplace communication tasks using a limited range of practical skills and fundamental knowledge of effective listening, questioning and non-verbal communication in a defined context under direct supervision or with limited individual responsibility. In this course you will study topics about:

- Gathering, conveying and receiving information and ideas
- Completing workplace documentation and correspondence
- Communicating in a way that responds positively to individual differences

HOW WILL I BE ASSESSED?

The purpose of assessment is to collect evidence to make a judgement that you have acquired the skills and knowledge in order to transfer these back into an actual workplace relevant to the qualification you have just undertaken. The assessment for this qualification will assess your skills and knowledge which will occur throughout the course. Assessment will be in the form of both theory and practical tasks where you will be required to demonstrate your skills.

Listed in the following table are the different types of assessment which will occur throughout your course, the purpose of the assessment and the type of tool we might use to assess your skills and knowledge:

Method	Purpose	Tool
Oral questioning	<ul style="list-style-type: none"> Assess your knowledge of the subject Assess your verbal communication skills 	<ul style="list-style-type: none"> One-to-one questions Group discussions
Observation of performance	<ul style="list-style-type: none"> Assess practical application Assess underpinning skills based on role-plays in a simulated environment 	<ul style="list-style-type: none"> Checklists Recording Team observations Self-evaluation
Case studies	<ul style="list-style-type: none"> Assess underpinning knowledge Assess problem-solving skills 	<ul style="list-style-type: none"> Scenarios Written questions
Presentations	<ul style="list-style-type: none"> Assess overall underpinning skills such as active verbal and non-verbal communication skills Assess presentation techniques 	<ul style="list-style-type: none"> Observation Written report Verbal feedback
Written assessments	<ul style="list-style-type: none"> Assess knowledge skills 	<ul style="list-style-type: none"> Various question typed: <i>(incl. multiple-choice, short answer, open, closed)</i> Worksheets Research and written answers
Projects	<ul style="list-style-type: none"> Assess practical knowledge and skills 	<ul style="list-style-type: none"> Written task finished product to demonstrate your application of skills and knowledge from various areas of learning into an actual workplace

COURSE STRUCTURE

Term 1	
Cluster name:	TC3 1.1 Participate in safe work practices
Unit codes and names:	<ul style="list-style-type: none"> SITXWHS001 Participate in safe work practices
Weeks:	1 to 4 (4 weeks)
Cluster name:	TC3 1.2 Advise visitors about Australian destinations
Unit codes and names:	<ul style="list-style-type: none"> SITXCCS002 Provide visitor information SITTSLOO4 Provide advice on Australian destinations
Weeks:	5 to 9 (5 weeks)
HOLIDAY BREAK = 2 WEEKS	
Term 2	
Cluster name:	TC3 2.1 Communicate and demonstrate social and cultural sensitivity
Unit codes and names:	<ul style="list-style-type: none"> SITXCOM002 Show social and cultural sensitivity SBCMM201 Communicate in the workplace
Weeks:	1 to 4 (4 weeks)
Cluster name:	TC3 2.2 Process quotations and travel-related information
Unit codes and names:	<ul style="list-style-type: none"> SITTSLO02 Access and interpret product information SITTSLO06 Prepare quotations SITTSLO09 Process travel-related documentation
Weeks:	5 to 9 (5 weeks)
HOLIDAY BREAK = 3 WEEKS	
Term 3	
Cluster name:	TC3 3.1 Operate online information systems and source domestic flights
Unit codes and names:	<ul style="list-style-type: none"> SITTSWL001 Operate an online information system SITTSLO11 Source airfares for domestic flights
Weeks:	1 to 4 (4 weeks)
Cluster name:	TC3 3.2 Source and use travel and tourism information for customers
Unit codes and names:	<ul style="list-style-type: none"> SITIND001 Source and use information on the tourism and travel industry SITXCC006 Provide service to customers
Weeks:	5 to 9 (5 weeks)
HOLIDAY BREAK = 3 WEEKS	
Term 4	
Cluster name:	TC3 4.1 Process reservations and book supplier products and services
Unit codes and names:	<ul style="list-style-type: none"> SITTSLO08 Book Supplier products and services SITTSLO07 Process reservations
Weeks:	1 to 4 (4 weeks)
Cluster name:	TC3-4.2 Use a computerised reservations or operations system
Unit codes and names:	<ul style="list-style-type: none"> SITTSLO10 Use a computerised reservations or operations system
Weeks:	5 to 9 (5 weeks)
HOLIDAY BREAK = 8 WEEKS	

RESOURCES REQUIRED?

You will need the following resources in order to complete the course.

- Course workbooks which will be provided to you by SBTA in electronic format
- Computer with Microsoft Office suite
- Amadeus and Galileo (airline booking software)
- Internet to conduct research
- Templates (will be provided by SBTA)
- Handouts (will be provided by SBTA)

SBTA has a Library with a bank of resources which you can access to assist you with this course.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning recognises your prior knowledge and experience and measures it against the course you are enrolled in. If you have current workplace experience and can provide evidence of this, you may not be required to complete the full course. You can demonstrate recognition of prior learning through:

- formal training or study including courses at school, college, adult education and training programs at work
- work experience including paid and volunteer work
- life experience including skills attained through leisure pursuits such as musical, mechanical or linguistic abilities.

Please contact us to discuss your options if you believe you can provide current evidence of your experience and to obtain an RPL Application Form.

To lodge an RPL application, you will have to pay a fee of \$500.00 to be assessed if you can proceed with the RPL. The RPL assessment process fee is 50% of the total course fee.

CREDIT TRANSFER (CT)

If you have completed a unit of competency from a qualification at another Registered Training Organisation, we will ensure that you will not be required to repeat this unit of competency in which they have already been assessed as competent if it is part of a qualification you are enrolled in. If you produce a Statement of Attainment which can be verified that you have completed that unit, SBTA will provide credit for that unit.

The cost for processing CT applications are as follows:

- Current SBTA qualification \$100
- Superseded SBTA qualification \$200

- Non-SBTA qualification \$300

WHAT SUPPORT WILL I GET DURING MY COURSE?

You will gain a valuable experience when studying with us. Your trainer is there to support you throughout the course both via face-to-face support and via online support. We also have our sister school, The Sydney English Language Academy located in the same building on Level 6 which can also provide language, literacy and numeracy support if required.

- **Student Services Coordinator**

Our Student Services Coordinator is there to assist you with any general enquiries, assessment resubmissions, leave enquiries or any other personal issues. Please go to the reception and make an appointment with the Student Services Coordinator if you have any concerns. It is important that you attend orientation on the first day of your course which is presented by the Student Services Coordinator which will explain all about studying at SBTA and all the support services available.

- **Academic Learning Support**

SBTA is committed to ensuring that students are provided with academic support to assist them in reaching their full potential. The Academic support is designed to help every student at SBTA to improve their study skills, understand assignments and prepare for their future career.

Academic Support is provided to students free of charge on a weekly basis during term time. Online resources plus hard copy resources from our Library are also available for students to access at any time during their study.

Academic Support is free of charge on a weekly basis during term time from 9.00 am to 8.00 pm Monday to Thursday and from 10.00 am to 3.00 pm on Friday in room 200 on level 2.

Students are able to also come to SBTA during term breaks to use computers, WiFi, printing as they wish, so they can complete their projects and other learning or assessment activities.

Our resource room (the library) is open to students and teachers to access during all days of the week. SBTA has various books which can be utilised for extra research.

If students wish to borrow a hard copy text book, they must register it with the reception so that details of the text book and return date can be established.

Trainers can utilise these books to provide extra context to our students during class. If students or trainers wish to borrow any books details will be recorded in the student's diary in the student management system (ACAS).

We also offer short courses such as resume writing, interview techniques, coffee making and job seeking to help support the students with their career goals.

- **English Language Support**

Students at SBTA can choose to attend any of our English classes offered by our sister school, The Sydney English Language Academy. They may simply wish to practice speaking English more fluently, improve reading, writing and grammar skills if they wish to progress to tertiary education. This support is organised by the Student Services Coordinator.

- **Student Counsellor**

Student counsellors play a vital role at our Academy as the counsellor is there to help our students achieve academically and also socially and emotionally whilst they are studying at SBTA. We understand that you may be feeling depressed, anxious or sometimes a bit lost. If you feel you need to speak to the counsellor, please make an appointment at the reception.

- **Coaching support**

SBTA also provides free coaching support if you need additional coaching with your studies. Additional coaching can be organised via our Student Services Coordinator.

- **Internet laboratory and free WIFI**

We provide free Wi-Fi and computers are available in our breakout area on level 2 and in our computer laboratory which you can use from Monday to Saturday to assist you in completing your course work.

- **Library**

Students have access to additional resources which they can access in hard copy or via eLearning.

All our trainers are subject matter expert with industry currency and experience who will support you throughout the course.

Student support team including our Student Services Coordinator is also there to assist you with any general enquiries or personal issues.

Please ensure that you maintain satisfactory course progress and contact our Student Services Coordinator if you have any questions or difficulties so that we can provide one-to-one support and coaching.

SBTA sends a number of reminder emails and / or texts to monitor your learning progress so it is also important that you check your SBTA student email regularly to ensure that you do not miss any important messages.

We also have our sister school, The Sydney English Language Academy which has been quality endorsed by NEAS located in the same building on level 6 which can also provide language, literacy and numeracy support if required.

INDUSTRY RELEVANCE

We ensure that you are able to transfer your learning back into an actual workplace. Therefore, we ensure that we engage with our industry partners who participate in validating our resources to ensure it is relevant to current industry practices. We also engage with our industry partners who deliver guest lecturers on current industry trends.

This course also includes many excursions to industries where you can relate what you are learning back into the workplace.

ASSESSMENT OUTCOMES

Each assessment task contains several tasks. You will be given a "Satisfactory" outcome if you have undertaken the task successfully. If you do not undertake the task satisfactorily, then you will be given a "Not Satisfactory" outcome. Once you have gained satisfactory outcome in all the tasks, you will be awarded a "Competent" outcome for each unit of competency you have demonstrated competency in. If you do not demonstrate competency in all the tasks, then you will be awarded a "Not Yet Competent" outcome. You will then have an opportunity to resubmit the task or the entire unit of competency based on your outcome.

If you do not submit an assessment task, you will be given a "Did Not Submit (DNS)" outcome. You will be required to make an appointment with the Student Services Coordinator to discuss your options and submit your assessment within a specified timeframe.

If you do not attend a unit, you will be given a "Did Not Attend (DNA)" outcome. In this instance you will be required to re-enrol in that unit again.

WHEN WILL I GET MY ASSESSMENT RESULTS?

Your results will be posted onto your student portal within two weeks of submitting your tasks. You will also be able to see your course progress via your Student Portal.

WHAT WILL I NEED TO COMPLETE THE COURSE?

- Course workbooks which will be provided to you by SBTA in electronic format
- Computer with Microsoft Word to type up your assessments, and other Microsoft programs and products.
- Online software, e.g. ordering and stocktake software, which will be made available to you during class time as required by the units of competency
- Internet to conduct research
- eLibrary for additional hospitality/cookery and industry specific text books and web links
- fully equipped commercial kitchen
- Support by coaches and mentors
- Templates (will be provided by SBTA)
- Handouts (will be provided by SBTA)



UNIQUE STUDENT IDENTIFIER (USI)

The Australian Government requires that all students undertaking nationally recognised training need to have a Unique Student Identifier (USI). The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts (available in 2016)
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

Who needs a USI and why?

If you are a new or continuing student undertaking nationally recognised training and course you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Please ensure that you provide us with your USI number prior to commencing your course or as soon as you have commenced your course.

REFUNDS

Cancellation Prior to Your Scheduled Course or Package Commencement Date

If you send SBTA notification of cancellation 28 days or more before your originally accepted course or package commencement date, a refund equivalent to 75% of the tuition fees will be made. Offers for deferred commencement dates do not extend the period where a refund of 75% can be claimed.

If SBTA receives written notification of cancellation less than 28 days before your originally accepted course or package commencement date, a refund equivalent to 50% of the tuition fees will be made. Offers for deferred commencement dates do not extend the period where a refund of 50% can be claimed.

If your Australian visa application is refused, SBTA will refund all tuition fees less the lesser of 5% of the total amount of pre-paid tuition fees or the sum of \$500 after receiving evidence from the relevant Australian authority that your visa application was refused. Any tuition received whilst awaiting visa approval must be paid for on a proportionate basis.

What happens if I withdraw on or after my scheduled course or package commencement date?

No refund of tuition fees will be made after the student's scheduled course or package commencement date.

- If you wish to withdraw from a commenced course or package, you must give SBTA four weeks' written notice prior to your next instalment due date or pay four weeks in lieu of notice. The total number of academic weeks delivered to you will form part of the withdrawal fee calculation.
- Any amounts that fall due prior to your withdrawal being submitted must be paid in full at the time your withdrawal is processed. For example, if a tuition payment or late fee is due this must be paid in full at the time you submit your withdrawal.
- Apart from refusal of your initial visa prior to course commencement, no refunds or credits will be provided for situations where your student visa or eCoE status prevents you from studying. This includes time missed where you have been reported for breaching a visa condition, irrespective of whether your visa is subsequently not cancelled.
- Please remember you **must** complete a minimum of six months of your **principal** course (being the highest qualification level in a package of courses) before you will be able to change to another provider.

CANCELLATION DUE TO UNMET ENTRY REQUIREMENTS

It is essential that you understand and are capable of meeting all course entry requirements. If you are transferring from another provider, and you haven't finished 6 months of your principal course and are unable to obtain a release, all tuition fees will be refunded less the Enrolment Fee.

Miscellaneous

The following miscellaneous information is very important. Please ensure you read this information before enrolling into any SBTA/SELA courses.

- The Enrolment Fee is non-refundable.
- Overseas Student Health Cover is non-refundable once your course or package has commenced.
- Materials fees are non-refundable once your course or package has commenced.
- Requests for refunds must be made in writing to the Registrar by mail, courier or personal delivery as soon as practicable and should include any relevant documentary evidence. Refunds will be processed within 28 days after receiving your written request and made to the payment source, i.e. directly to you or your nominated agent.
- In the unlikely event that SBTA is unable to deliver your course, you will be offered a refund of the unexpended pre-paid tuition fees which you have paid to date in accordance with the Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012.

Refund applications

Refund applications for full or partial refunds must:

- Be made in writing using the "Request for Refund Form"
- Be accompanied with supporting documents setting out the reasons for the application
- Be forwarded to accounts@sbta.com.au or in person to the reception

Appealing Refund decisions

If the decision to refund student fees is denied students can access SBTA's complaints and appeals policy which is available via its website www.sbta.com.au. Please note that this agreement and the availability of the complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. The refund policy is subject to review from time to time.

TUITION PROTECTION SERVICE (TPS) FOR OVERSEAS STUDENTS

SBTA is a member of the Tuition Protection Service. TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study under the *ESOS Act 2000*. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.

Under the Tuition Protection Service (TPS) framework, if SBTA is unable to fulfil its obligations to complete a course, the TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).

PROVIDER DEFAULT FOR OVERSEAS STUDENTS

Under section 46A of the *ESOS Act 2000*, SBTA is in default in relation to an overseas student or intending overseas student and a course at a location, if

- SBTA fails to start providing the course to the student at the location on the agreed starting day; or
- After the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Under section 46B of the *ESOS Act 2000*, SBTA must notify the Secretary and TPS Director (via PRISMS) in writing of the provider default within 3 business days after the default occurring. Under this section SBTA must also notify students in writing in relation to whom it has defaulted. Under section 46D of the *ESOS Act 2000*, SBTA will have 14 days after the day of the default (the provider obligation period) to satisfy its tuition protection obligations to the student as set out in this section.

Under section 46F of the *ESOS Act 2000*, SBTA will have 7 days after the end of its obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 46F of the *ESOS Act 2000*.

OVERSEAS STUDENT DEFAULT

Under section 47A of the *ESOS Act 2000*, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- SBTA refuses to provide, or continue to provide the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount payable to the provider for the course;
 - the student breached a condition of his/her student visa;
 - misbehaviour by the student (Note: the student is entitled to natural justice under subsection 47A (3) of the *ESOS Act 2000*).
- If the student or intending student defaults then SBTA must provide a refund in accordance with the requirements under either section 47D or 47E of the *ESOS Act 2000*, depending on which section applies to the circumstances of the default situation.

FEE PROTECTION FOR DOMESTIC STUDENTS

SBTA will not collect more than \$1500 in prepaid fees from any domestic student prior to course commencement.

PRIVACY STATEMENT

SBTA is committed to ensuring that all stakeholders' including our student's privacy is protected at all times as per the Privacy Act 1988.

SBTA respects all stakeholder's privacy and is committed to safeguarding stakeholder's personal identifiable information or "personal information" from unauthorised use or disclosure.

SBTA's Privacy Policy and Procedure describes how our student's personal information may be collected. It also describes how our stakeholder's personal information is used or disclosed, and the steps we take to protect it from unauthorised use or disclosure.

Students are provided with a copy of the "The Privacy Notice for New Enrolling Students" which includes the following:

Under the Data Provision Requirements 2012, SBTA is required to collect personal information about the students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

The student's personal information (including the personal information contained on their enrolment form), may be used or disclosed by **SBTA** for statistical, administrative, regulatory and research purposes.

SBTA may disclose student's personal information for these purposes to Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

1. Populating authenticated VET transcripts;
2. Facilitating statistics and research relating to education, including surveys and data linkage;
3. Pre-populating RTO student enrolment forms;
4. Understanding how the VET market operates, for policy, workforce planning and consumer information; and
5. Administering VET, including program administration, regulation, monitoring and evaluation.

The students will be advised that they may receive a student survey, which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies.

Students will also be advised that they may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose student's personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

COURSE PROGRESS AND INTERVENTION STRATEGY

SBTA will inform overseas students before they begin a course about the requirements to achieve satisfactory course progress prior to their course commencement.

Monitoring of Student Course Progress

- a) Students are assessed during the Study Period. Every effort is made to assist the students during the study period by our trainers and assessors by providing them with continuous feedback throughout the study period.
- b) Our trainers and assessors mark completed assessments and enter the results into the student management system. The marking and entering of results occurs two (2) weeks after the assessment due date.

- c) After the results are entered into the student management system, students can view their results on their student portal section of the student management system at any time to see their outcomes.
- d) At the end of each study period, the Student Services Coordinator will review the outcomes once they have been entered into the student management system and generate a report which will identify the students at risk. Being at risk means that the students may not have achieved competency in 50% or more of their subjects in one study period.
- e) Students will be contacted by the Student Services Coordinator either via phone, SMS or email and advised that they are at risk not meeting satisfactory course progress and invited to attend an interview so that appropriate support can be discussed as the first stage of the intervention strategy.
- f) If a student is identified as not making satisfactory course progress in a second consecutive Study Period, SBTA will advise the student in writing of its intention to report the student to the Department of Home Affairs (DoHA) via PRISMS for not meeting satisfactory course progress in 2 consecutive study periods, and that he or she has 20 working days to initiate SBTA's internal complaints and appeals process. (Refer to SBTA's Complaints and Appeals Policy on its website, www.sbta.com.au)
- g) SBTA will notify the relevant Department of Home Affairs (DoHA) via PRISMS of those students who have not achieved satisfactory course progress as soon as practicable where:
 - the student does not access the Complaints and Appeals Process within 20 days, or
 - the student withdraws in writing to SBTA from the Complaints and Appeals Process (either internal or external complaints and appeals process), or
 - the student chooses not to access the external complaints and appeals process; or
 - the Complaints and Appeals Process (internal and external) decision is in favour of SBTA.

INTERVENTION STRATEGY

SBTA systematically monitors students' course progress and is proactive in notifying and counselling students who are at risk of failing to meet course progress requirements as an early intervention prior to students failing to meet their visa conditions.

- a) Early intervention is when the students are identified as being at risk if they have not achieved competency in 50% or more of their subjects during one study period.
- b) Once the student has been identified as being at risk by the Student Services Coordinator, the student will be sent a warning message (either via email or SMS) outlining the consequences of poor academic achievement.
- c) The Student Services Coordinator will follow up with an invitation for the student to attend a formal interview to discuss suitable support services that can be provided to

the student to assist the student with maintaining their visa conditions and complete their studies successfully.

- d) At the interview with the Student Services Coordinator, an appropriate intervention strategy will be negotiated with the student. This will include but not limited to:
- Reasons for why the student is not meeting course progress;
 - Discuss suitable opportunities with the student for reassessment and academic study support;
 - Discuss the opportunity for the student to access counselling service if required;
 - Negotiate an action plan to ensure deadlines and criteria for satisfactory course progress are understood and agreed upon; and
 - Extend course duration if there is evidence of compassionate or compelling circumstances and the student is able to provide the required evidence. If the course duration is extended, the student will be advised to visit Department of Home Affairs' website to seek advice on any potential impacts on their visa.
 - Advise the student that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to the Department of Home Affairs.
 - Complete the "Academic Intervention Strategy" form (copy attached as Appendix A) together with the student and get the student to sign the "Academic Intervention Strategy" form.
- e) A record of all interview meetings will be held electronically in the student's file in the student management system. A copy of the Academic Intervention Strategy documentation will be scanned and uploaded onto ACAS in the student's file as well.

SUPPORT STRATEGIES

In addition to the specific support negotiated in an intervention policy, SBTA also offers the following support:

- Access to computers and WI-FI access during holiday breaks;
- Access to the Library which students can access during holiday breaks for additional resources;
- Access to a trainer and assessor during holiday break for 1:1 support if required

NOTICE OF INTENTION TO REPORT

- a) A student does not achieve competency in 50% or more of the subjects studied during their second study period, the student will be advised in writing of the intention to report the student to the Department of Home Affairs (DoHA) through PRISMS for not meeting satisfactory course progress for 2 consecutive study periods.

- b) The student will have 20 working days (from the date of the written notice) in which to access SBTA's complaints and appeals process (refer to the Complaints and Appeals Policy available from SBTA's website, www.sbta.com.au).
- c) If the student chooses to access SBTA's Complaints and Appeals process the student will be allowed to remain enrolled in his or her course and continue to attend classes whilst this process is being conducted.
- d) On completion of the Complaints and Appeals process and if the process still confirms students unsatisfactory academic progress, the student will be advised formally of the student's being cancelled.
- e) The student will then be reported to Department of Home Affairs (DoHA) via PRISMS for unsatisfactory academic progress and the student will be notified formally that they have been reported to Department of Home Affairs (DoHA)

COMPLAINTS AND APPEALS

Complaints Policy

SBTA is committed to providing all its students the best possible environment in which to study. SBTA however understands that there may be instances where there may be dissatisfaction and acknowledges that the cause(s) must be addressed and rectified immediately.

In such instances, SBTA will invite feedback from the dissatisfied party so that a resolution can be reached which will provide SBTA with an opportunity to review its policies and practices for future continuous improvement purposes.

SBTA's complaint management system is intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost effective way
- boost public confidence in our administrative process, and
- provide information that can be used by us to deliver quality improvements in our products, services, staff and complaint handling

There is no cost for lodging a complaint. All complaints will be treated with integrity and privacy will be maintained at all times as per the Privacy Act 1988. The complaints process will give the student the opportunity to formally present his or her case; and be accompanied or assisted by a support person. For more information, please refer to our Complaints policy and procedure from our website www.sbta.com.au

Appeals Policy

The purpose of the Appeals Policy is to ensure that SBTA will ensure that it will address all students' appeals in a way that contributes to SBTA supportive and fair environment and is consistent with the principles of fairness, equal opportunity and natural justice. There is no cost for lodging an appeal.

All appeals will be treated with integrity and privacy will be maintained at all times as per the Privacy Act 1988. The appeals process will give the student the opportunity to formally present his or her case; and be accompanied or assisted by a support person.

For more information, please refer to our Appeals policy and procedure which is available from our website www.sbta.com.au

CONSUMER PROTECTION

The Australian Competition & Consumer Commission (ACCC) promotes competition and fair trade in markets to benefit consumers, businesses, and the community. ACCC's primary responsibility is to ensure that individuals and businesses comply with the Australian competition, fair trading, and consumer protections laws, in particular the Competition and Consumer Act 2010. The Australian Consumer Law offers consumer protections in the areas of:

- unfair contract terms, covering standard form consumer contracts and consumer rights when buying goods and services
- product safety
- unsolicited consumer agreements covering door-to-door sales and telephone sales
- lay-by agreements <https://www.accc.gov.au/business/treating-customers-fairly/rules-for-lay-by-agreements>

SBTA will ensure that it is committed to ensuring that it remains compliant with the relevant legislation and regulations that protect the rights of consumers as well as fair trade, completion and accurate information in the marketplace.

For more information, visit <http://consumerlaw.gov.au/>

If you have a question or complaint about your rights as a consumer, you may:

- want information about your consumer rights;
- have a problem with a consumer good or service that you have bought or are considering buying;
- want to know how a business should behave under the law; or
- like to make a complaint about a business.

You can contact **consumer protection in New South Wales, NSW Fair Trading's** office at:

NSW Fair Trading
60 Station Street
Parramatta NSW 2150

Postal: PO Box 972 Parramatta NSW 2124
Enquiries: 13 32 20 Website:
<http://www.fairtrading.nsw.gov.au/>

International students can also go to the Overseas Students Ombudsman who are responsible for:

- investigating complaints about problems that intending, current or former overseas students have with private schools, colleges and universities (education providers) in Australia

- providing information about best practice complaints handling to help private education providers manage internal complaints effectively
- publishing reports on problems and broader issues in international education that we identify through investigations

For more information, please contact the Overseas Students Ombudsman on course guarantee <http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

THIRD PARTIES (OUR EDUCATION AGENTS)

Please note that Education Agents are only responsible for the recruitment process. All training and assessment, study support, facilities, equipment, resources, learning resource centres, work placement opportunities (if required), issuing of the AQF certification and any other services The Sydney Business and Travel Academy considers necessary to support the learner to achieve competency will be provided by The Sydney Business and Travel Academy.

BEFORE YOU APPLY

If you are interested in this course, please read our “Pre-Enrolment” information pack which is available from our website. To apply for this course, you must complete the “Application for Admission” form which is also available from our website www.sbta.com.au. In this form you are required to complete a self-assessment and a questionnaire about your previous education history and employment details to establish your suitability for this course and for SBTA to provide you with the required individual support for your course. If you are already in Australia, you may wish to visit our campus for a campus tour and speak to our marketing staff and our trainers and assessors before you decide to enroll into this qualification. You can book a campus tour via our website www.sbta.com.au by accessing it under the tab “**Contact**”. If you have any questions at all, please feel free to contact us at the details provided below. Our friendly marketing team will be very happy to help you and provide you with any further information you require.

CONTACT DETAILS

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Kitchen Operations

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SOCIAL MEDIA