



Certificate III in Tourism (Operations) (THT31002)

From the Tourism Package THT02

For Switched On staff

This program is designed for Tourism staff who wish to develop their skills further in Tourism Operations and gain a valuable Qualification.

Course format: Distance mode with personal coaching
Resources: High quality workbooks, CD tutorials and notes.
Fee: \$3,000.00 or \$250 deposit with our payment plan.
Ask for details of our convenient payment plan

Core Units

- Work with colleagues and customers (THHCOR01B)
- Work in a socially diverse environment (THHCOR02B)
- Follow health, safety and security procedures (THHCOR03B)
- Develop and update tourism industry knowledge (THTTCO01B)
- Develop and update local knowledge (THHGCS01B)
- Communicate on the telephone (THHGGA01B)
- Promote products and services to customers (THHGSC02B)
- Deal with conflict situations (THHGCS03B)

Example Elective Units 9

- Perform office procedures (THHGGA02B)
- Use business technology (BSBCMN205A)
- Process simple word-processed documents (BSBCMN213A)
- Receive and process reservations (THTSOP06B)
- Process financial transactions (THHGFA01B)
- Provide on-site information and assistance (THTFAT01B)
- Prepare and present tour commentaries or activities (THTFTG06B)
- Sell products and services (WRRS1B)
- Apply point of sale handling procedures (WRRS2B)

Recognition of Skills:

Many people have built a wealth of experience and skills in their lifetime. We offer a recognition service for experience that fits the criteria of units for which you would like to gain recognition.

- Contact us for an Application for Recognition of Skills and Experience for units where there is likely to be evidence of current competency.

Equal Access:

Maxwells Services is committed to providing equal access and equity for our applicants, students and trainees.

Training & Learning

Learning is provided through several methods such as workplace learning, learner workbooks, textbooks, notes, CD tutorials and workshops.

***Assessment**

Trainees are assessed by several methods for each unit/group of units. These can include for example a portfolio of work documents/samples, a supervisor's report, observation by your assessor of your work, work project reports and questioning by your assessor.

*Students will be required to demonstrate they are competent in line with each unit's requirements to achieve each unit.

Your Trainer & Assessor:

Heading our training team is Jenny Hemmings, the manager of Maxwells Services, who is a highly experienced hospitality/tourism professional with 30 years in industry starting in front of house, and later, qualifying as a chef. She has owned and successfully run several businesses from a coffee shop, 4-star restaurant, a motel and restaurant and organised catering for up to 2,000 people in a day. Jenny's catering company catered over many years for events such as the Prime Ministers XI VIP dinner, and the Optus launch ACT. Jenny is also highly qualified in Business and Vocational Training.

Maxwells Services:

Maxwells Services is a Registered Training Organisation providing Fee-paid Distance courses and Recognition of Skills in Qld, NSW, ACT and Victoria and Traineeship Training and Assessment in New South Wales.

4 Reasons why Maxwells Services is the best training company to go with:

1. We believe that the purpose of On-Job Traineeship training is to assist Trainees to develop both professionally and personally resulting in enjoyment and a sense of pride and purpose in being successful
2. We provide very practical and current work-related training and assessment
3. We respond to you and your particular needs promptly
4. We follow through on our agreements with you because *"Your Success is our Goal"*

CONTACT US TO DISCUSS THIS FURTHER

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