About this Program
This qualification delivers the content for students aspiring to develop the skills and knowledge required for a career in the world of travel and tourism.

The qualification is for people seeking a sound knowledge of the travel and tourism industry and a broad range of managerial skills which can be applied in the industry. The qualification is for those looking for a management role in travel or tourism and for people who would like to create further education and employment opportunities.

How you will learn
You can study this Diploma through a mix of online and hard copy booklets. You have access to your own teacher for all enquiries and questions. For those who already have experience in a managerial role in the industry there are opportunities for their skills to be recognised towards units in this qualification.

Kirra Young - AQI Student: “AQI is really attentive. My teacher knows exactly where I am at and is always responsive to my questions. I do not have to go anywhere – I can just pick up the phone or email to get support.”

Career opportunities
This qualification provides a pathway to work in any sector of the tourism and travel industry as a departmental or small business manager. Possible job titles include:

Manager of:
- tour operations
- marketing
- operations
- product
- reservations
- retail travel agency
- sales
- visitor information.

Pathways to further learning
Graduates may continue further study at a higher level such as an advanced diploma or degree, with possible credits.
**Duration**
This course is delivered over one to two years. However, it is possible for students to accelerate their academic progress.

**Entry Requirements**
Entry to this qualification is open to individuals who are able to demonstrate tourism and travel industry knowledge, customer service and operational skills.

**Program units**
To obtain this qualification you need to achieve 17 units. These include:

1. BSBWOR501B Manage personal work priorities and professional development
2. BSBADM401A Make a presentation
3. BSBADM502B Manage meetings
4. BSBPMG522A Undertake project work
5. SITXMG501 Manage projects
6. SITXCCS501 Manage quality customer service
7. SITXMG501 Establish and conduct business relationships
8. BSBMKG414B Undertake marketing activities
9. BSBWRT401A Write complex documents
10. SITXCOM401 Manage conflict
11. SITXFIN401 Interpret financial information
12. SITXFIN402 Manage finances within a budget
13. SITXFIN501 Prepare and monitor budgets
14. SITXHRM402 Lead and manage people
15. SITXMG501 Monitor work operations
16. SITXWHS401 Implement and monitor work health and safety practices
17. BSBRSK501B Manage risk

**National Recognition**
This qualification is recognised nation-wide and is taken from the Australian Tourism, Travel and Hospitality Training Package.

**Recognition of Prior Learning**
Do you already have experience?
Recognition of Prior Learning (RPL) takes into account the knowledge and skills you have already gained through your previous education and work. You can earn credit for this qualification if you have:

1. completed relevant formal or informal training, or
2. have developed skills in these areas through experience, or
3. if you can demonstrate the skills required.

For further details refer to [www.aqi.edu.au](http://www.aqi.edu.au).

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