

“I enjoy helping people and booking corporate and business travel”

Laura Osborne:

Corporate Sales – HRG Events and Meetings Management Certificate III in Tourism (International Retail Travel Sales)
Country – Australia



Skills for success

Patience and attention to detail. You have to cover everything and make sure that all details are absolutely correct.

Why my job is interesting

The type of work I do is not just about flights. I book train tickets, public transport, charter flights, entertainment, GPS systems and cars. I fulfill specific requests for business executives and high profile accounts that have a very high expectation of service.

Most memorable study experience

Preparing to go on our William Angliss Institute Educational trip overseas. We went to Bangkok for four days and had to plan the trip and all our activities. We helped with all the bookings, and there was a huge amount of excitement between myself and other people in my course.

Biggest hurdle and how I triumphed

My biggest challenge has been that I am very young, and have been the youngest in all the offices I have worked in. I have had to build my confidence and experience by being professional and learning from the example of more experienced colleagues.

The course prepares you for this by teaching you how to work in a professional manner, how to address people and to have confidence in yourself. It is important to ensure that your confidence comes across to the people at the other end of the phone.

What the future holds

I want to progress to International Travel Consulting for the corporate market.

Travel

Get on board for the journey of a lifetime!

Stand out from the crowd with industry-specific certificates, and get on board for the journey of a lifetime!

Angliss Travel's Certificate III in Tourism covers training in the following reservation software packages: Amadeus, Galileo, Sabre, Qantas Standard Fares, Qantas Promotional Fares, International Air Transport Association – Billing Settlement Plan (IATA-BSP) and Insurance Compliance. As well as these industry certificates, you will study point of sales, Australian retail fares, customer relations, destinations and travel products.

For full time students, there is an educational study trip which is a highlight of the course. Every full time student will go on either an interstate or international industry-focused trip during their course. Another exciting facet of the course is the weekly presentation by industry professionals on current issues and trends affecting industry and your career options.

When you graduate you will be prepared to enter the exciting tourism industry in retail travel sales. This could be within a travel agency, airline, wholesale travel company, cruise line, tour company, or car rental organisation.

Enrolment in the nationally accredited Diploma of Tourism or Diploma of Events will be available to graduates of the Certificate III in Tourism (Retail Travel Sales).

Angliss Travel - discover our world!



Winner: In 2008, Angliss Travel was awarded “Best Registered Travel Industry Training Institution” for the second year running at the National Travel Industry Awards for Excellence.



Tourism – Retail Travel Sales Course Information Guide

CRICOS Course Code	NTIS Code	Course/Qualification Title	Duration	Semester Tuition Fee	Total Course Fee	Intakes
064553D	SIT30207	Certificate III in Tourism (Retail Travel Sales)	6 months	A\$7,200	A\$7,200	Feb, July
064554C	SIT40207	Certificate IV in Tourism – specialising in Retail Travel Sales	1 year	A\$6,200 D	A\$13,400	Feb, July
064555B	SIT50107	Diploma of Tourism – specialising in Retail Travel Sales	1.5 years	A\$6,200 D	A\$19,600	Feb, July
064611K	SIT60107	Advanced Diploma of Tourism – specialising in Retail Travel Sales	2 years	A\$6,200 D	A\$25,800	Feb, July

Certificate III in Tourism (Retail Travel Sales)

CIII

Semester One

This course offers an introduction to tourism and careers, with units on points of sale; computer reservation systems; customer relations; retail; Billing Settlement Plan; destinations and travel products; and workplace environment. It covers reservation software packages including Amadeus; Galileo; Sabre; Qantas Standard Fares; Qantas Promotional Fares; International Air Transport Association – Billing Settlement Plan (IATA-BSP); and Insurance Compliance.

Emphasis is placed on students experiencing the tourism industry through travel to an interstate and possibly an international destination. You will require a valid passport with unrestricted access to other countries and at least 12 months validity. Tuition fees include airfares, accommodation, transfers and some meals associated with these mandatory trips, which take place during Semester 1 of the course. You will be provided with a travel timetable early in the course.

Industry experience is a component of the course and involves regular visits to day-to-day tourism operations in Melbourne. The Institute will provide you with comprehensive assistance to find placements. You will need to be 18 years of age at the time you commence your placement.

Certificate IV in Tourism – Specialising in Retail Travel Sales

CIV

Semester Two

This qualification covers areas such as supervision; safety and security; introductory finance; coaching; business protocols; sales and promotions; and presentations.

Diploma of Tourism – Specialising in Retail Travel Sales

Dip

Semester Three

This qualification covers areas such as tourism budgeting; business operations; service and quality; legal knowledge for business; culturally appropriate tourism; and introduction to wine tourism.

Advanced Diploma of Tourism – Specialising in Retail Travel Sales

ADip

Semester Four

This qualification covers areas such as marketing strategies; financial operations; managing human resources; property management; business planning; diversity; and minimal impact operations.

For a full list of units in these courses, visit www.angliss.edu.au



POSSIBLE CAREERS:

Our International Retail Travel Sales courses could lead you to positions such as:

- reservation consultant
- retail travel consultant
- wholesale travel consultant
- call centre operator.

You might work in businesses like:

- retail travel agencies
- wholesale travel companies
- airlines
- tour organisations
- cruise line company
- car hire businesses
- rail travel organisations
- tourist information centres.

