

## HOW ARE STUDENTS ASSESSED?

A range of assessment instruments have been developed so that a comprehensive record of student achievement can be compiled. These include:

- field trip reports
- orals
- practical work
- objective/short response tests
- written tasks
- response to stimulus
- portfolios
- teacher observation

Students have the opportunity of gaining competency in eleven tourism modules. By gaining competency in all these units, students will be awarded Certificate II in Tourism (Operations).



## HOW CAN PARENTS HELP?

Parents can help their children by:-

- encouraging the reading of newspapers and magazines
- discussing current events, issues and news items
- showing a personal interest in school work
- providing advice on sources of information
- noting relevant TV programs
- provide a comfortable and quiet study area
- monitoring progress
- recording assessment deadlines (put them on the fridge!)
- assisting your child to effectively manage their time
- setting goals together

## WHO SHOULD STUDY TOURISM?

- Students who wish to gain an awareness of the Tourism Industry
- Students who are interested in working or studying in the Tourism & Hospitality Industry
- Students who show a strong commitment & responsibility towards completing assigned tasks

**NOTE:** Field trips are compulsory

The operational nature of the tourism industry makes 'hand-on' experience invaluable. Hands on experience combined with training and education will improve your career prospects in all sectors of the tourism industry.

Please note: Information was correct at time of printing and may change without notice.

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# Albany Creek State High School



Knowledge Pride Tolerance

## TOURISM

### Certificate II in Tourism (Operations)



# TOURISM

## WHY STUDY TOURISM?

Tourism is a major growth industry in Australia and will continue to expand rapidly beyond the year 2010. It is an industry that creates economic and employment opportunities throughout the country and can provide an exciting and worthwhile career.

Tourism is a PEOPLE BUSINESS – based on supplying a service to potential clients. People who want to succeed in the industry should possess the following attributes.

- Good communication skills
- A strong customer focus
- Smart presentation and grooming
- Organizational skills
- Ability to work in a team
- Ability to work under pressure
- Good technical skills and knowledge

It is increasingly important for people entering the industry to have completed year 11, with many employees giving preference to people with year 12. Although many jobs have no formal training or education prerequisites, successful completion of year 12 will broaden future training opportunities, and offer a wider range of career options.

## STUDENTS HAVE THE OPPORTUNITY OF STRAND A TOURISM OPERATIONS CERTIFICATE II IN TOURISM (OPERATIONS)

Strand A, Tourism Operations allows students to develop knowledge and skills which are recognized by the Certificate II in Tourism (Operations). This certificate is designed to reflect the role of people working in the tourism industry who perform a range of mainly routine tasks and who work under direct supervision. Tourism as an area of study provides students with a range of personal and interpersonal skills with a general application in personal and work life, as well as with specific knowledge and skills related to further training and possible employment within the industry.

This course will provide students with the opportunity to understand the industry's workplace culture and practices and to develop the skills, processes and attributes crucial for making valid decisions about future career pathways. At the end of the two-year course it is anticipated that students will be well on the way to completing a Certificate II in Tourism.

## WHAT IS STUDIED?

### YEAR 11

#### Semester 1

##### What is Tourism?

This Semester Unit looks at:

- \* What is tourism?
- \* Who are tourists?
- \* Tourism in the local area
- \* Sustainable Tourism  
THTTCO01B - Develop and update tourism industry knowledge
- \* THHCOR03B – Follow health, safety and security procedures

#### Semester 2

##### Tourism as a Business/Attractions & Theme Parks

This Semester Unit looks at:

- \* Attractions and theme parks
- \* Local tourism industry
- \* Careers
- \* THHGSC01B – Develop and update local knowledge
- \* THTFAT01B - Provide onsite information and assistance
- \* THTFAT02B - Monitor entry to venue
- \* THTFAT03B - Provide a site briefing or scripted commentary

### YEAR 12

#### Semester 3

##### Working in the Tourism Industry

This Semester Unit looks at:

- \* Workplace opportunities
- \* Communication & interpersonal skills
- \* Working with people
- \* Cultural awareness
- \* THHCOR01B – Work with colleagues & customers
- \* THHGCS03B – Deal with conflict situations
- \* THHCOR02B – Work in a socially diverse environment
- \* BSBCMN213A – Produce simple word processed documents

#### Semester 4

##### Tourism in the World & Tour Guiding

This Semester Unit looks at:

- \* Tourism generating regions of the world
- \* Tourism destinations
- \* Areas of limited tourism
- \* THHGGA03B – Source and present information
- \* BSBADM306A – Create Electronic Presentations