

Diploma of Travel and Tourism (DIPTT20)

1. About the Diploma of Travel and Tourism

The Diploma of Travel and Tourism course has been designed to provide graduates with a broad base of Travel and Tourism knowledge and skills suitable both for entry-level employment and/or as a platform for further specialised study at Bachelor level.

The course structure is designed to integrate theory, practice and connection with each of these themes in turn representing distinct modes of thinking, enquiry and knowledge acquisition in relation to the travel and tourism field. Students explore underpinning theoretical constructs that inform business practice; students engage in practice in workplace roles; and they reflect on feedback from industry mentors and assessors. The course aims to develop graduates who are ethical and reflective practitioners with a commitment to professional learning and practice. Throughout, students will have the opportunity to engage with authentic learning experiences and assessment tasks grounded in industry practice.

Graduates will acquire general skills in academic writing, referencing, and general workplace problem-solving to assist with the maintenance and development of their professional disciplinary currency once in the workplace. Their disciplinary and academic knowledge base will also provide a platform for further undergraduate study in tourism or broader business fields.

Graduate employment opportunities

Graduates may find a range of career pathways and employment opportunities including:

- Travel Agent/Travel Consultant
- Customer Service Officer – Tourism Information Centre
- Casino Guest Services Agent
- Tourism and Travel Advisers
- Tour Guides
- Marketing Officer
- Theme Park Attendant
- Cruise Ship Attendant

Course Overview

Course Title	Diploma of Travel and Tourism (DIPTT20)		
Study Options – Domestic Australian students	Face to Face delivery Online delivery Full-time and part-time options available.	Study Options – International students	N/A
Start Dates	Monthly intakes – 12 intakes per calendar year For specific dates visit the website .	Course Length	Full-time: 1 year Part-time: 2 years
Payment Options - Domestic Australian students	Upfront payment This means tuition fees will be invoiced each semester and payment is required on or before the due date. FEE-HELP FEE-HELP is Australian Government’s loan scheme for higher education degree courses. It can assist you in paying for all, or part of, your course fees. Repayments commence via the tax system once your income rises above a minimum threshold. Just like with any other debt, a FEE-HELP debt is a real debt that impacts your credit rating.	Payment Options – International students	N/A
Course study requirements	Each subject involves 7 hours of study per week, comprising 2 hours of facilitated study and 5 hours self-directed study.	Assessment	Essays, reports, presentations scenario and case studies, and reflective journals.
Locations	Flight Centre Travel Academy - Brisbane, Sydney, Melbourne, Adelaide, Perth Online	Delivered by	Flight Centre Travel Academy
Provider	Torrens University Australia Ltd is registered as a self-accrediting Australian university by the Tertiary Education Quality and Standards Agency (TEQSA).	CRICOS Course Code	N/A

Provider obligations	Torrens University is responsible for all aspects of the student experience, including the quality of course delivery, in compliance with the Higher Education Standards 2021	Accrediting body	Torrens University Australia Limited ABN 99 154 937 005, CRICOS Provider Code: 03389E. RTO No. 41343
Course Fees	For details, refer to the website .	Any other fees	For details, refer to the website .

2. Essential requirements for admission

The general admission criteria that apply to Torrens University Australia courses can be located by visiting the Torrens University Australia website - <https://www.torrens.edu.au/general-admission-information-for-torrens-university-australia-ltd>.

3. Student Profile

The table below gives an indication of the likely peer cohort for new students in this course. It provides data on students who commenced in this course in the most relevant recent intake period, including those admitted through all offer rounds and international students studying in Australia.

Applicant background	Trimester one / Full year intake [2020]	
	Number of students	Percentage of all students
(A) Higher education study (includes a bridging or enabling course)	0	0%
(B) Vocational education and training (VET) study	0	0%
(C) Work and life experience (Admitted on the basis of previous achievement not in the other three categories)	0	0%

(D) Recent secondary education: <ul style="list-style-type: none"> Admitted solely on the basis of ATAR (regardless of whether this includes the consideration of adjustment factors such as equity or subject bonus points) Admitted where both ATAR and additional criteria were considered (e.g. portfolio, audition, extra test, early offer conditional on minimum ATAR) Admitted on the basis of other criteria only and ATAR was <i>not</i> a factor (e.g. special consideration, audition alone, schools recommendation scheme with no minimum ATAR requirement) 	0	0%
International students	N/A	N/A
All students	0	0%

Notes: "**<5**" – the number of students is less than 5.
 N/A – Students not accepted in this category.
 N/P – Not published: the number is hidden to prevent calculation of numbers in cells with less than 5 students.

4. Admission Criteria

Title of course of study	Diploma of Travel and Tourism (DIPTT20)
Applicants with higher education study	Successful completion of Diploma level (AQF Level 5 or equivalent) or above, qualification.
Applicants with vocational education and training (VET) study	Successful completion of a vocational qualification (AQF Level 4 or equivalent).
Applicants with work and life experience	Demonstrated skills and knowledge gained through paid or unpaid employment, formal learning and/or non-formal learning (presented on a current resume with attached cover letter).
English Language Proficiency (applicable to international students, and in addition to academic or special entry requirements noted above)	IELTS 5.5 with no band less than 5.0 or equivalent.
Additional Admission Criteria (applicable to all students)	Students who have not met the Academic Entry requirements have an option to apply and gain admittance to this course under the Special Entry Requirements as per the TUA Admissions Policy. Special consideration admission of applicants into a course whose study, work or life experiences have been impacted by disability, illness, family disruption or other compelling circumstances. It includes Educational Access Schemes.
Applicants with recent secondary education (within the past two years) with ATAR or equivalent* (for applicants who will be selected wholly or partly on the basis of ATAR)	Year 12 (or equivalent)

Title of course of study	Diploma of Travel and Tourism (DIPTT20)
<i>*ATAR profile for those offered places wholly or partly on the basis of ATAR in T1 2020:</i>	
(ATAR-based offers only, across all offer rounds)	ATAR (OP in QLD) (Excluding adjustment factors) *
Highest rank to receive an offer	N/A
Median rank to receive an offer	N/A
Lowest rank to receive an offer	N/A
<i>Notes: * "<5" – indicates less than 5 ATAR-based offers were made</i>	

Other admission options

(For applicants who will be selected on a basis other than ATAR)

Special Entry	Applicants in any category whose study, work or life experiences have been impacted by disability, illness or family disruption will be given special consideration for admission. Each application will be considered on its merit, based on the evidence supplied by the applicant attesting to the circumstances of the applicant. Applicants for special entry may need to complete written or numerical tasks to assist with assessing eligibility for admission.
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5. How to apply

- Via direct application to the institution
 - <https://www.fctravelacademy.com/apply-now>
 - <https://apply.torrens.edu.au/b2b/fcta/>

6. Advanced standing/academic credit/recognition of prior learning (RPL)

You may be entitled to credit for prior learning, whether formal or informal. Formal learning can include previous study in higher education, vocational education, or adult and community education. Informal learning can include on the job learning or various kinds of work and life experience. Credit can reduce the amount of study needed to complete a degree.

Applicants admitted based on prior higher education study may be eligible for Advanced Standing in the form of credit and/or recognition of prior learning (RPL) under the Torrens University Australia [Credit Policy - \(https://www.torrens.edu.au/policies-and-forms\)](https://www.torrens.edu.au/policies-and-forms).

- Students with completed subjects may be eligible for specified credit and/or elective exemptions

- Students who have completed a qualification at AQF level 5 (diploma) or above may be eligible for block credit (where a block credit agreement exists)
- Students with a mix of formal study and informal and/or non-formal learning may be eligible for recognition of prior learning in addition to any credit approved.

Credit will not be applied automatically. Applicants must apply for credit and/or RPL as early as possible prior to each study period, with applications not accepted after week 2.

For further information about credit and recognition of prior learning please see <http://www.torrens.edu.au/apply-online/course-credits>.

7. Where to get further information

- Torrens University Australia (TUA) Website
 - <https://www.torrens.edu.au/>
- Universities Admissions Centre (UAC) Website
 - <https://www.uac.edu.au/>
- Quality Indicators for Learning and Teaching (QILT) Website
 - <https://www.qilt.edu.au/>

8. Additional Information

Course Structure

The Diploma of Travel and Tourism course structure is comprised of 8 subjects (80 credit points). The course of study is made up of 6 core and 2 elective subjects at 10 credit points each. 2 electives may be chosen, with prior approval from TUA, from any undergraduate subjects accredited at a 100 or 200 level. Electives developed by FCTA will be taught 100% by FCTA, any other elective as approved by TUA will be delivered 100% by TUA.

Note: 2 electives have been recommended in the subject table below.

Course Rules

To be awarded the Diploma of Travel and Tourism, students must satisfactorily complete the course consisting of 6 core + 2 elective subjects with a combined total of 80 credit points. 2 electives may be chosen, with prior approval from TUA, from any undergraduate subject accredited at a 100 or 200 level). Electives developed by FCTA will be taught 100% by FCTA, any other elective as approved by TUA will be delivered 100% by TUA.

Subjects

SUBJECT DETAILS
SUBJECT TITLE, DESCRIPTOR
<p>SIB101FC Succeeding in Business</p> <p>This subject will introduce students to business studies and professional practice focusing on their individual development, the organisation and the travel and tourism industry. Students will explore and develop the skills needed to succeed in their business studies and future professional practice. Students will also gain a basic understanding of the objectives of the organisation, and the key elements of business practice needed to succeed. Similarly, they will be introduced to the travel and tourism industry: the types of businesses it consists of, its relationship with other industries and the key elements which make it a resilient and successful industry.</p>
<p>TTI101FC Travel Trends and Insights</p> <p>This subject introduces students to a diverse range of products within the travel and tourism sector as well as the current and future trends in the Australian travel industry. Students will develop specialised knowledge into tours, accommodation, airlines and cruises. In addition, this subject offers an insight into the different areas of the tourism industry enabling students to understand the differences and relationships between them.</p> <p>Students will also learn from industry suppliers firsthand about their offerings. A range of destinations will be explored to identify features and attractions that can then be matched to specific customer needs. Key concepts and tourism terminology will be covered to establish the foundations of industry-relevant theoretical knowledge.</p>
<p>IMB101FC Introduction to Marketing and Branding</p> <p>In this subject, students will gain a general understanding of marketing and branding concepts, theories and models as they apply to the travel and tourism industry. They will consider the importance of consumer</p>

SUBJECT DETAILS
SUBJECT TITLE, DESCRIPTOR
<p>behaviour, product development, segmentation, targeting and positioning, and the extended marketing mix to achieve organisational objectives. Students will apply their learning to define their individual brand and consider its alignment to travel and tourism brands. They will focus on ethical and sustainable practice and apply this to their professional career plan.</p>
<p>SST101FC Successful Sales Techniques</p> <p>This subject focuses on consumer behaviour and developing the students' product knowledge and sales skills within the travel industry. Students will be able to demonstrate competencies in developing an understanding of a 7-step sales process, as well as applying specialised skills to a range of sales scenarios. Students will be able to display skills to personalise sales pitches and learn how to deal with buyer resistance and gain the sale. Examples of travel products that will be included are airlines, hotels, travel insurance and cruises. This course also explores how to develop customer loyalty within a travel and tourism context.</p>
<p>TSE101FC Travel System Essentials</p> <p>In this subject, students will be exposed to contemporary technological trends in the travel industry. They will learn about digital innovations, transformations and disruptors that have occurred within the travel and tourism industry. This course introduces students to online reservation systems widely used by the travel and tourism industry. This subject will also provide an overview of CRM (customer relationship management) tools, which play an integral role in the customer service experience and are essential for future travel professionals.</p>
<p>BIZ102FC Understanding People and Organisations</p> <p>The aim of this subject is to develop an understanding of modern organisations, their structure and how people collaborate within these structures to achieve the organisation's strategic objectives and deal with the uncertainty of the 21st century economy. This knowledge will form a foundation of theoretical knowledge about organisational behaviour that will be built on in future subjects. Moreover, it will develop the student's self-directed learning and emotional intelligence, two vital elements for building a successful career. These learning objectives will be achieved through a mixture of theoretical readings, class discussions and group projects focusing on how theoretical concepts apply to the work environment.</p> <p>Additionally, reflective journals will be used to apply theory to develop the students own professional capability.</p>
<p>SUS101FC Sustainable Tourism</p> <p>This subject introduces students to sustainable tourism concepts: environmental, social and economic. The students will explore the application of these concepts to the travel and tourism industry and its main stakeholders. They will analyse how sustainable tourism concepts influence decision-making at an organisational and individual level, and the impacts on the industry as a whole. Students will be able to communicate the relevance of sustainability on tourism. They will also reflect on how this applies to their professional practice. This subject highlights the importance of understanding sustainability and its contribution to business success.</p>
<p>INF101FC Industry Focus</p> <p>This subject provides students with professional experience in an area related to the career they are working towards. Students will learn to perform more effectively in the workplace in a team environment,</p>

SUBJECT DETAILS
SUBJECT TITLE, DESCRIPTOR
<p>strengthening specific skills such as time management, communication, and problem solving, while drawing on the knowledge gained so far.</p> <p>Students will reflect on their performance and objectively respond to constructive criticism and feedback. This experience will enhance work ready skills as well as professional attributes, and allow students to recognise first-hand how their learning translates into practice.</p>

Locations

The Diploma of Travel and Tourism can be studied fully online or exclusively delivered at the Flight Centre Travel Academy premises located throughout:

- Queensland (Brisbane)
- New South Wales (Sydney)
- Victoria (Melbourne)
- South Australia (Adelaide)
- Western Australia (Perth)

Campus Facilities and Services

FCTA Training Centres located in Brisbane, Sydney, Melbourne, Adelaide and Perth have state of the art teaching and learning facilities which include:

- Innovative learning spaces to facilitate experiential education
- Computer labs
- Break-out rooms
- Collaborative spaces

A positive student experience

Torrens University Australia values the importance of a positive student experience, and therefore has robust processes to resolve student complaints. The Student Complaints Policy, and associated procedures, can be accessed from the [website \(https://www.torrens.edu.au/policies-and-forms\)](https://www.torrens.edu.au/policies-and-forms).

Paying for your qualification

We offer two payment options for this course:

- **Upfront payment**
If you want to complete your qualification debt-free you can choose to pay as you go. This means tuition fees will be invoiced each semester and payment is required on or before the due date using EFTPOS, credit card or direct transfer.
- **FEE-HELP**
FEE-HELP is Australian Government's loan scheme for higher education degree courses. It can assist you in paying for all, or part of, your course fees. Repayments commence via the tax system once your

income rises above a minimum threshold. Just like with any other debt, a FEE-HELP debt is a real debt that impacts your credit rating.

Further information about FEE-HELP, including eligibility, is available at:

- FEE-HELP website:
<http://studyassist.gov.au/sites/studyassist/help-payingmyfees/fee-help/pages/fee-help->
- FEE-HELP booklets:
<http://studyassist.gov.au/sites/studyassist/helpfulresources/pages/publications>

Austudy and Abstudy

Students enrolled in this course may be eligible for government assistance, such as [Austudy](#) or [Abstudy](#).