Designed and delivered by travel industry experts, Flight Centre Travel Academy’s Courses are the best choice to fast-track your travel career. Experience practical hands-on training from one of Australia’s best-known and most experienced travel brands.

“To be the best you need to learn from the best”

Our experienced facilitators know exactly what’s required to be successful in the industry – and how to teach it using real life experiences.
**5 reasons to study with us...**

1. **TALENT ID & EMPLOYMENT PATHWAYS**
   Our class rooms are hunting grounds for talent. With our in-class Talent ID System you will have the opportunity to demonstrate your talent and get noticed. You can't get that online!

2. **PATHWAY TO UNIVERSITY**
   Complete the Diploma of Travel & Tourism with Flight Centre Travel Academy and Torrens University Australia Australia and accelerate your pathway into further higher education or a Bachelor of Business (Tourism Management) with Torrens University Australia.

3. **REAL-WORLD TRAINING**
   We give you the opportunity to learn from the best in the business. Benefit from our years of success in the industry and receive practical training on real travel industry booking systems, constructing itineraries, selling destinations, business management and more - delivered by industry experts.

4. **ONLINE & FACE-TO-FACE LEARNING**
   The Diploma is delivered online and via facilitated learning (in-class) - giving you the support of face-to-face learning plus the flexibility of online study. Facilitated learning will be conducted in Flight Centre Head Offices across Melbourne, Sydney, Brisbane, Adelaide and Perth.

5. **FEE-HELP AVAILABLE**
   While our diploma can be paid for upfront, the course fee can also be paid through Study Assist FEE-HELP* - the Australian Government's loan scheme for higher education courses. This means that eligible students have the opportunity to defer payment of some, or all, of the tuition fees.

*Available to eligible students.
ABOUT TORRENS UNIVERSITY AUSTRALIA

Torrens University Australia is registered with the Tertiary Education Quality and Standards Agency (TEQSA) as an Australian University that is authorised to self-accredit their courses. TEQSA is Australia’s independent regulator of the higher education sector and assesses providers against the Higher Education Standards Framework.

WHY TORRENS UNIVERSITY AUSTRALIA?

Torrens University Australia is part of Laureate International Universities, a leading international network of quality, innovative institutions of higher education comprised of 70 universities across 25 countries. Torrens University Australia’s association with Laureate International Universities gives you the opportunity to leverage the network of over 1,000,000 students around the world – including more than 100,000 online students.

Registered Name: Torrens University Australia Limited
Registration Number: PRV 12209 ABN 99 154 937 005 CRICOS Provider: 03389E
Delivered in conjunction with our partner Torrens University Australia, the Diploma of Travel & Tourism has been designed to provide graduates with a broad base of Travel and Tourism management knowledge and skills suitable both for entry-level employment and/or as a platform for further study at Bachelor level.

Students will develop specialised knowledge in various travel styles and a variety of airlines, cruises, tours and hotels, including how to use this information to ensure they are meeting customers’ needs.

This course offers an insight into diverse areas of the tourism industry – hearing first hand from industry experts and employers, where students will understand the difference and relationships between various parts of the tourism industry, destination management and effective organisational structures.
SEMESTER 1

TRAVEL TRENDS & INSIGHTS | TTI101FC
This subject is an introduction to the diverse range of products within the travel and tourism industry and will educate you on the latest & future trends of Australian travellers. Students will develop specialised knowledge into various travel styles and varieties of airlines, cruises, tours and hotels.

THE TOURIST EXPERIENCE | TTE101FC
This subject introduces students to the conceptual approaches to the study and management of tourist experiences by combining the perspectives of the tourist consumer with that of experienced managers. It also examines the social construction of the tourist experience, the psychology of the tourist, tourist motivation and the journey from desire to execution.

SUCCESSFUL SALES TECHNIQUES | SST101FC
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.

BUSINESS COMMUNICATIONS | BIZ101FC
This subject introduces students to the concepts of business communications and transferable academic skills. This subject presents an analysis of the types of communication processes, which occur in the internal and external business environment, including an examination of the theoretical underpinning of communication in businesses.

SEMESTER 2

TRAVEL SYSTEMS ESSENTIALS | TSE101FC
In this subject students will be introduced to a Computer Reservations System used by airlines and travel agents throughout the world. Students will be learning on live systems, trained by industry professionals. In this subject, students will build quotes and estimate commissions, understand online insurance requirements and more.

MARKETING FUNDAMENTALS | MKT101FC
Students will gain a solid foundation in the marketing discipline introducing relevant and contemporary concepts, theories and models. The unit magnifies the importance of understanding consumer behaviour, market segmentation, targeting and positioning, the extended marketing mix and ethics in marketing.

UNDERSTANDING PEOPLE & ORGANISATIONS | BIZ102FC
This subject introduces students to the concept of an organisation, and their role within the organisational context. They will explore the impact of their relationships and emotional intelligence within a business context, as well as developing the skills to foster effective workplace relationships and learn how to continue to develop these skills in the workplace.

PLACE, CULTURE & DESTINATION MANAGEMENT | PCD101FC
This subject examines the role of cross-cultural awareness and communication in the development of international tourism in the context of global destination marketing. The course especially seeks to develop an appreciation in students of different cultures and how cross cultural communication influences and enriches the tourism experience.
To **travel is to live.** Discover the world **with us!**

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**ASSSESSMENT**

Each subject will comprise of 2-3 assessments which will vary in type, duration, weighting and detail.

Various types of assessments may include:

- Essays
- Reports
- Presentations
- Exams
- Quizzes
- Journals

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**COURSE DELIVERY**

From the 8 subjects in this course, 4 will require facilitated training, where you are required to attend class and online learning and the other 4 will require online learning with optional study workshops.

Facilitated learning will be conducted in Flight Centre Head Office’s.

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<th>Location</th>
<th>Address</th>
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<th>State</th>
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<td>Melbourne</td>
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<td>QLD 4101</td>
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ENTRY REQUIREMENTS

Year 12 or equivalent

Special Entry Requirements
Demonstrated ability to undertake study at the required level:
- Broadly relevant work experience (documented e.g. CV), demonstrating a reasonable prospect of success; OR
- formal, informal or non-formal study, completed or partially completed, demonstrating a reasonable prospect of success; OR
- written submission to demonstrate reasonable prospect of success

English Language Requirements
Approved English tests include:
Equivalent IELTS 5.5 (Academic) with no skills band less than 5.0
*See website for full enrolment requirements

ENROLMENT

There are six steps to your enrolment process:
1. Phone conversation with an Enrolment Consultant
2. Course Suitability Questions
3. Written Application
4. Online Enrolment
5. FEE-HELP Application/Payment
6. Confirmation and Blackboard Access

We want you to succeed, so it is important that we complete this process before you come on board!
Where can the Diploma take you?

CAREER PATHWAYS

The Diploma of Travel and Tourism is suited to a range of different career opportunities, including:

- Travel Agent
- Hotel Manager
- Sales Manager
- Leisure Consultant
- Tour Operator/Manager
- Tour Coordinator
- Hospitality Business
- Reservations Sales Agent
- Cruise Ship Booking Agent
- Guest Services Manager
- Development Manager
- Tour Sales Consultant
- Adventure/Outdoor Guide
- Venue Manager
- Cultural Guide
- Retail Travel Manager
- Cruise Attendant
- Airline Reservations

HIGHER EDUCATION PATHWAYS

If you would like to further your study after graduating from a Diploma of Travel & Tourism, Torrens University allows Diploma graduates to fast track their admission into the Bachelor of Business (Tourism Management) with advanced standing*.

*D

CONDITIONS APPLY.
SHORT COURSES

At Flight Centre Travel Academy, we know what it takes to succeed in the travel industry. We also know that you may not have the opportunity to commit to full-time study - that's why we've introduced our short courses. We want to open your world of opportunity by providing bespoke training and industry insights to set you on the path of success.

Not only will our short courses give you the confidence and skills you need to help you begin, re-start or refresh your career - meet our Industry Benchmarks and you will also be given the opportunity to get in front of Flight Centre Recruitment.

TRAVEL TRENDS & INSIGHTS
Learn about the latest travel trends, top suppliers and travel experiences for your clients. Through hotel inspections, industry presenters and our course modules you will gain a deeper understanding of airlines, cruises, tours and hotels.

DURATION: 3 consecutive days (full-time)  
COST: $1,100  *Payment options Available

SUCCESSFUL SALES TECHNIQUES
Develop the confidence and skills you need to be a successful Travel Agent. Learn the 7 Key Steps of a sales process, Behavioural Profiling to identify customer types and workshop your technique to near perfection!

DURATION: 3 consecutive days (full-time)  
COST: $1,100  *Payment options Available

IN CLASS COMPONENT
While learning about the various travel types and styles, you will have the opportunity to demonstrate your knowledge. We offer constant feedback and love to answer your questions along the way. Special industry guests often present to our students so you can gain first hand knowledge about the various elements.
The Travel Academy gives you a real understanding of what it’s like to work for Flight Centre. I mostly enjoyed getting to know the whole job system from start to finish. They really do teach you everything! Travel Academy has given me my career. I landed a job and I’ve already been promoted twice and am currently a Team Leader.

- Ashley Terk, FCTA Graduate

Initially, I was curious to see if the travel industry was right for me, but I absolutely loved the course! My trainer really made me enjoy the whole experience; I never got bored! I came out of the course very happy because I felt I had gained a proper understanding of the job expectations and I knew that travel was the right career path.

- Gabriella Rascionato, FCTA Graduate

The trainers were awesome! Always willing to help and support you in class and by phone and email as well. They left time every day to go through assessments and assist you if you needed it. Classes were so fun – you don’t even feel like you’re studying.

- Manar Kanoun, FCTA Graduate
So what are you waiting for?