

## Make a dramatic impact on your profitability

Training and education are the tools you can use to recognise the full potential of your employees.

Employees are the most valuable asset of any business, as the success of your organisation depends on their ability to improvise, innovate and grow with a changing world.

Training, therefore, adds value and differentiates your business in a competitive marketplace.

We will design training to meet your needs and use your Policies, Procedures & Systems to ensure a GREAT OUTCOME.

## Training for:

Our training is suited to ALL the variety and various positions within the Tourism and Hospitality industries, including:

<b>Accounts</b>	<b>Digital Marketing</b>
<b>Respax &amp; Booking Systems</b>	<b>Sales and Marketing</b>
<b>Food and beverage</b>	<b>Tour Guiding</b>
<b>Reservations / Front Office</b>	<b>Cleaning/Maintenance</b>
<b>Management &amp; Supervisors</b>	<b>Retail and Stock Control</b>
<b>Tour Desks &amp; Online Sales</b>	<b>Kitchen and Food Hygiene</b>

Training designed to suit YOU

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## Training Opportunities

### Full Qualifications in Accredited Training for;

- ✓ Certificate II to Diploma in Travel and Tourism
- ✓ Certificate II and III in Hospitality
- ✓ ACM30317 Certificate III in Captive Animals

### Skill Sets and Short Courses (examples)

Accredited and Non Accredited

- ✓ Responsible Service of Alcohol (RSA)
- ✓ Digital Marketing and Social Media
- ✓ Hygienic Food Practices
- ✓ Tour Guiding
- ✓ Respax and Reservation Bookings
- ✓ CaPTAv8 with attitude
- ✓ Customer Service
- ✓ Time Management
- ✓ Management Training - Leaders who CaPTAv8

Train for future growth

We provide students with customer service training

Increase employee retention

We ensure full confidentiality

Benefits of training with CAREERS Training Centre (CTC)

Onsite training available to suit your business

Cross-train employees to be more versatile

Our trainers have current industry experience

Our Training is flexible

## Funding and Incentives

Funding is available for new and existing employees and trainees of up to \$4,750. For more information on what funding options are available for you, please visit our website [www.careerstrainingcentre.com](http://www.careerstrainingcentre.com).

## Who is CTC?

Careers Training Centre (CTC) is part of the CaPTA Group, locally owned by the Woodward family, an industry leader in Far North Queensland. We provide you with tailored training programs that suit your organisations needs which are relevant and effective. We can train in YOUR workplace and design training that suits YOUR needs.

Our approach to training is practical and we utilise:

- Practical Tasks
- Group Work
- Workplace Activities
- Role Plays and Scenarios
- Your Policy, Procedures & Systems

## Our Trainers

Our trainers work in the industries they train, and thus not only possess industry knowledge, but also, firsthand experience in the content we deliver. They understand the industry needs and the challenges of a workplace. They strive to provide a friendly and supportive environment for all who train with Careers Training Centre. Trainers will meet with you to set the content of training and the delivery schedule as well as to ensure we meet your needs in contextualising the delivery to your needs in the workplace and ensure the desired outcome.

## Our Promise to YOU

### Learn

- ✓ We customise our training to meet your needs
- ✓ Different strategies for different results
- ✓ Grow and motivate your staff
- ✓ Specialist Trainers with years of industry experience
- ✓ Work with your policy, procedures and systems
- ✓ Training location to suit YOU
- ✓ Cost Effective

### Grow

- ✓ We give you practical skills
- ✓ Current industry knowledge
- ✓ We ensure you can transfer the skill and knowledge into the workplace
- ✓ Training that you can build on
- ✓ Retain staff
- ✓ Be an Employer of Choice
- ✓ Cross train and upskill staff
- ✓ Maximise opportunities

### Succeed

- ✓ Results oriented
- ✓ Relevant outcomes
- ✓ Proven track record to assist you achieve change
- ✓ Industry leaders
- ✓ Specialist trainers that will value add to your business
- ✓ Value add to employment packages
- ✓ All training is Confidential
- ✓ Lasting results

### Employer

"Careers Training Centre are great, in the fact that they really get to know the organisation of the employees they are training and deliver the training accordingly. I love how flexible the training is, it means that my employees can be trained where, when, and how suits us, and does not interrupt normal operations."

**Allison Fielding**  
Owner, Longevity



### Student

"I am much more confident and my current role even involves tour guiding which I never thought I would be able to do. It has also given me a greater understanding of how diverse this field is and has opened a lot of doors in terms of different career paths."

**Rachel Gordon**  
Careers Training Centre Trainee

