

教育部111年澳洲課證合一試辦計畫 心得分享





自我介紹

William
Angliss
Institute



姓名：梁郁晞

系所：休閒產業與健康促進

交換學校：威廉安格斯 William Angliss Institute

課程：Certification IV in travel and tourism

時程：半年



準備英文



課程大綱

- 平均分成兩個階段，每階段九週的課程

	Mon 7/25	Tue 7/26	Wed 7/27	Thu 7/28	Fri 7/29
all-day					
8am					
9am		9:00 AM - 11:00 AM Class 30-38	9:00 AM - 2:00 PM Class 30-38	9:00 AM - 12:00 PM Class 30-38	9:00 AM - 11:30 AM Class 30-38
10am		Source and use information on the tourism and travel industry A221	Access and interpret product information A221	Provide advice on Australian destinations A221	Sell tourism products and services A221
11am			Stuart Christelow	Stuart Christelow	Sheryn Mallillin-Gatt
12pm		11:30 AM - 1:00 PM Class 30-38			12:00 PM - 3:00 PM Class 30-38
1pm		Coach others in job skills		12:30 PM - 4:00 PM Class 30-38	Enhance customer service experiences A221
2pm		1:30 PM - 3:00 PM Class 30-38		Provide advice on international destinations A221	Sheryn Mallillin-Gatt
3pm		Show social and cultural	2:30 PM - 4:30 PM Class 30-38	Stuart Christelow	3:00 PM - 4:30 PM Class 30-38
4pm		3:30 PM - 5:30 PM Class 30-38	Provide specialist advice on cruises A221		Manage conflict
5pm		Make a presentation A221			
		John O'Donnell			

第一階段前九週

	Oct 3 – 9, 2022				
	Mon 10/3	Tue 10/4	Wed 10/5	Thu 10/6	Fri 10/7
all-day					
8am					
9am	9:00 AM - 12:00 PM Class 40-48	9:00 AM - 1:00 PM Class 40-43,45-48	9:00 AM - 11:30 AM Class 40-48	9:00 AM - 12:00 PM Class 40-48	9:00 AM - 11:30 AM Class 40-48
10am	Use a computerised reservations or operations system A221	Use a computerised reservations or operations system A221	Interpret financial information D207	Use a computerised reservations or operations system A221	Prepare quotations A221
11am	Stuart Christelow	Stuart Christelow	Garth Lategan	Stuart Christelow	Sheryn Mallillin-Gatt
12pm			12:00 PM - 2:30 PM Class 40-48		12:00 PM - 1:30 PM Class 40-48
1pm	12:30 PM - 4:30 PM Class 40-43		Interpret financial information D207	12:30 PM - 4:30 PM Class 40-43	Book supplier products and
2pm	Construct normal international airfares A221	1:30 PM - 3:55 PM Class 40-43,45-48	Garth Lategan	Construct normal international airfares A221	2:00 PM - 4:00 PM Class 40-48
3pm	Terri Shaw	Implement and monitor work health and safety practices A221		Stuart Christelow	Process travel-related documentation A221
4pm		John O'Donnell			
5pm					
6pm					
7pm					

第二階段後九週



課程內容-第一階段

Sell tourism products and services 銷售產品

Enhance customer service experience 提升顧客服務

Manage conflict 顧客衝突

Show social and culture sensitivity 文化同理心

Coach others in jobs skills 指導計畫

Make a presentation 簡報實務

Access and interpret product information 解讀資訊

Provide specialist advice on cruises 郵輪產業

Provide advice on international destinations 國內目的地

Provide advice on Australian destinations 國外目的地

Source and use information on the tourism and travel industry 旅遊資訊

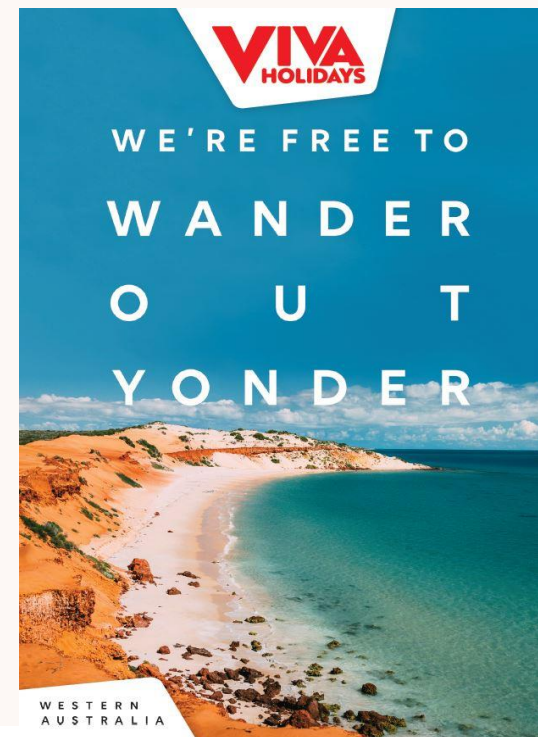




第一階段課程



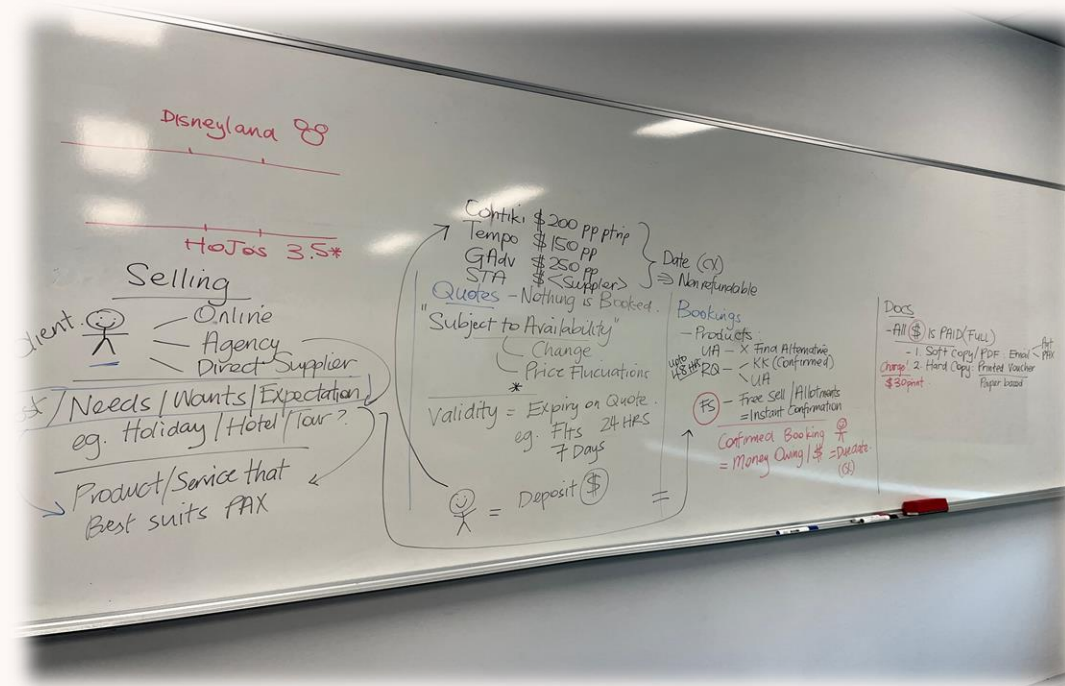
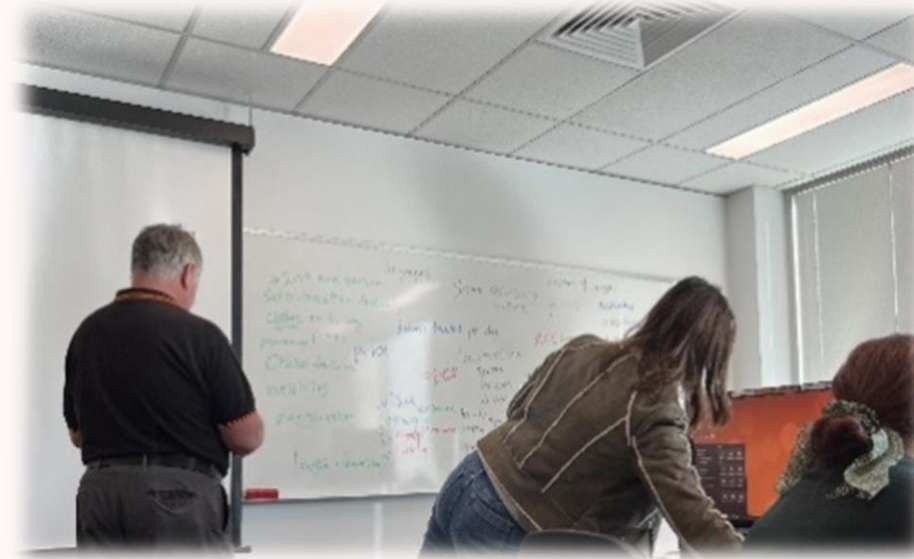
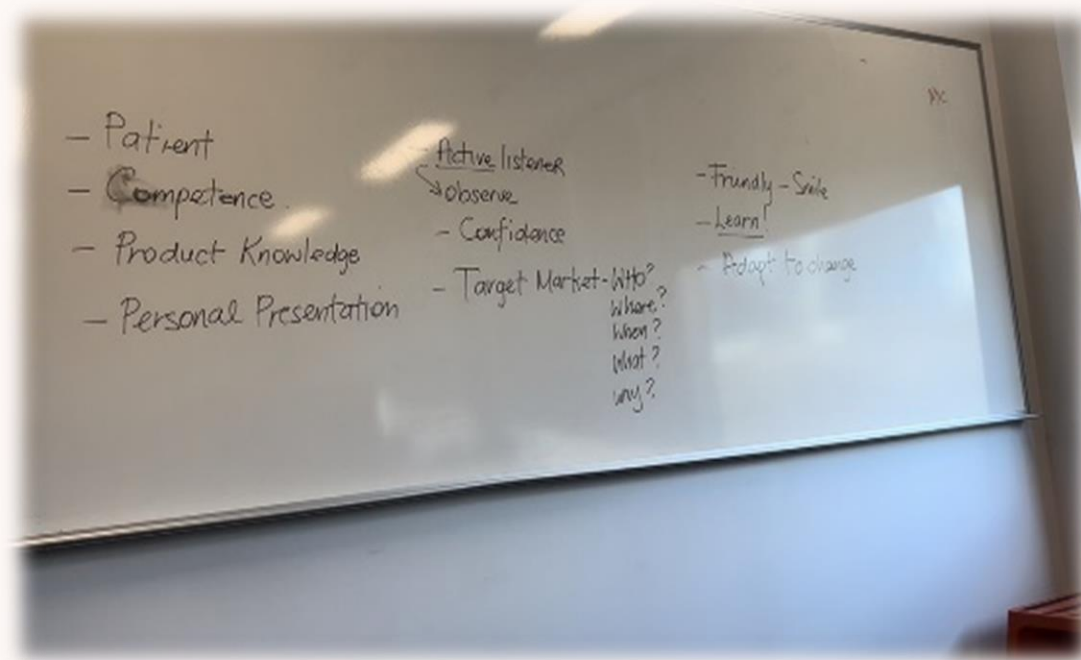
- 共11堂課
- 以正確找尋資料、認識澳洲旅遊產業、規劃行程、銷售產品為主軸
- 作業
- 輔導系統- learning advisor



LEARNING AND STUDENT SUPPORT

STUDY AND LEARNING ADVICE
ACCESS & DISABILITY SERVICES
WELLBEING AND COUNSELLING
APPRENTICE SUPPORT PROGRAM

實際上課情形





課程內容-第二階段

Construct normal international airfares 一般機票計算

Construct promotional international airfares 進階機票計算

Use a computerised reservations or operations system 操作訂位系統

Implement and monitor work health and safety practices 職業安全

Interpret financial information 分析財務資訊

Prepare quotations 報價

Book supplier products and services 預定旅遊產品

Process travel-related documentation 提供旅遊相關文件





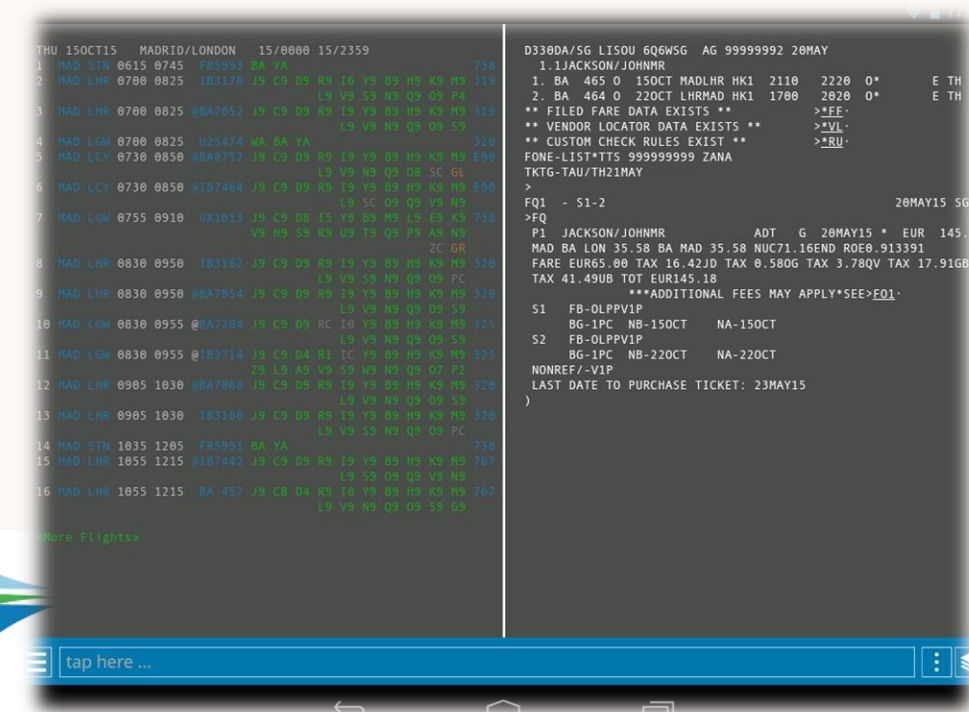
第二階段課程



- 共8堂課
- 以系統操作、製作報價單、基本財經學為主軸
- 小考



Galileo
by Travelport



業界交流

WELCOME TO
SUMMER 2022
THURSDAY, SEPTEMBER 15
FROM 5PM

- AGM AT 3PM
- GRAND REOPENING OF THE MANSION
- TOURISM AUSTRALIA UPDATE
- INDUSTRY PANEL Q&A
- INTRODUCING WEPLOY
- NETWORKING DRINKS & CANAPES



BOOK YOUR FREE
TICKETS VIA THE



Welcome to Summer
2022

ADVENTURE AND YOUTH TOURISM FORUM



DENISE HOULIHAN
Freelance
marketer



DARRYL NEWBY
Co-owner of
Welcome to
Travel



GEORGE JOSEVSKI
Business owner,
VTIC Board
Member



BEV EDWARDS
Independent
Travel Agent



A435
24th October
1-3 pm



Sign up here

Angliss
Institute
AT
ADVENTURE TOURISM VICTORIA

Careers & Employment



校外教學



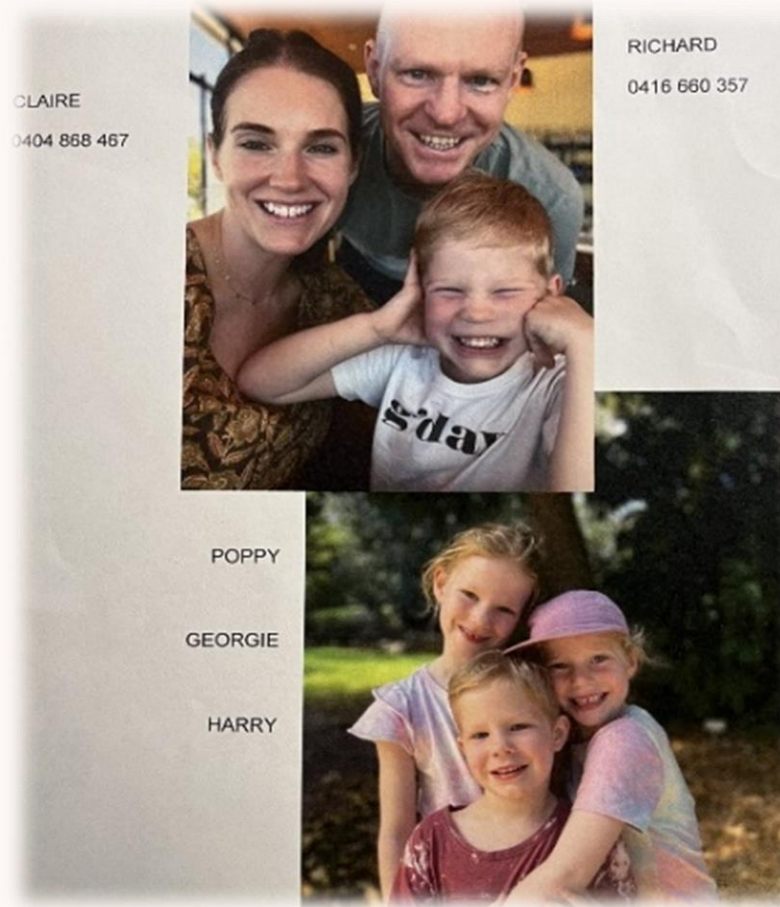


校園環境





當地生活



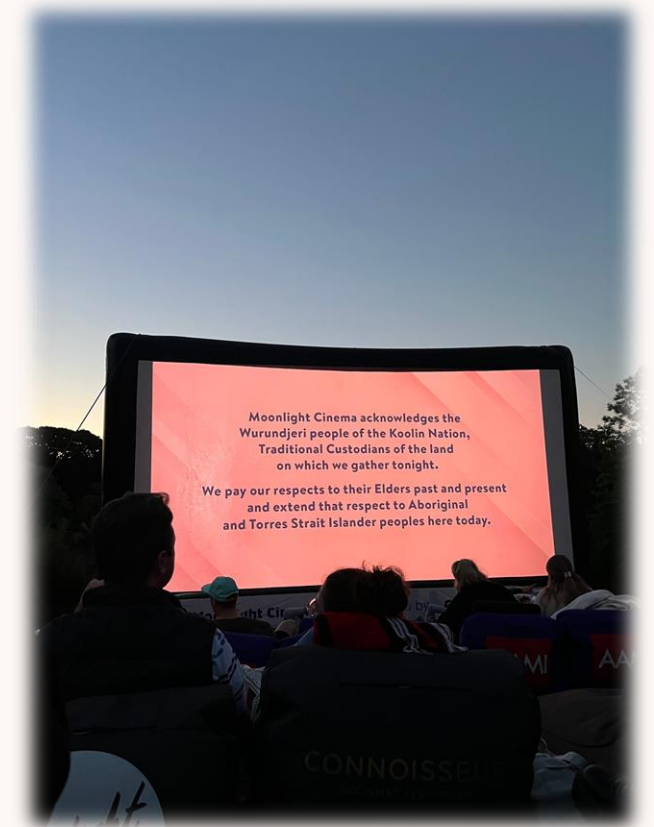
Homestay 寄宿家庭



遊行



露天電影院





心得

- 鼓勵發表個人意見、參與討論
- 增強思考能力
- 自主學習
- 與業界交流多、人脈建立
- 小班制



教育部課證計畫與相關補助

教育部臺澳課證試辦計畫補助款 與國北護選送學生應注意事項

教育部試辦計畫補助項目(from教育部)		教育部試辦計畫補助項目(from學校)	
1. 臺澳經濟艙來回機票 2. 留學生活費(一個月 \$30,000)		1. 澳洲學費60% 2. 一個月 (7,800)	
出國前準備	1. 有意願提出申請之同學須儘早向代表機構遞交申請文件，並於規定時程內提供合格英文成績。 2022年七月入學最遲須於五月中前提出。 2. 取得學校入學許可信件後，知會系所助教與國際中心，辦理出國研修與第一期獎助學金申請作業。 3. 參加學校舉辦之行前說明會，並加入Line群組。		
出國期間	1. 在澳洲努力完成修讀課程，並隨時與學校保持聯繫。 2. 完成前3個月課程並繳交第一階段學習心得報告，將撥付第二期獎學金至學生帳戶。		
返國後事宜	1. 順利完成澳洲完整課程返國後，需於兩週內繳交心得研修報告至休健系與國際中心。 2. 學校將舉辦校內分享座談會，受獎生須參與座談會向學弟妹們介紹臺澳合作技術教育課程內容與學習成果。		



“Learn what you love”