



Sj
Suzan
Johnston
TRAINING ORGANIZATION

Business Administration Course

Travel & Tourism Course

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Thank you for taking the time to consider the Suzan Johnston Training Organization.

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RTO Number 170

The Suzan Johnston Training Organization was founded in 1959 and is renowned throughout Australia for delivering superior and quality training programs. With decades of training experience, Suzan Johnston is the name employers know and trust which gives our graduates a definite competitive edge when pursuing employment.

Our Business Administration and Travel graduates are highly regarded and actively sought after by employers for their outstanding knowledge, skills and professionalism. Employers actively seek graduates from these programs.

Our training programs will enable you to gain outstanding skills, knowledge and a nationally recognised qualification to prepare you for employment and a successful and rewarding career.

Our training centre offers a warm, friendly environment with modern, well-resourced learning facilities. Exceptional trainers facilitate our classes; they are truly dedicated and

passionate teaching professionals, each with extensive industry experience.

Class sizes are small and our teaching methods are highly interactive, underpinned by the principle of learning. This ensures that classes are not only informative and empowering, but also relaxed and enjoyable.

Please accept my personal invitation to visit our modern, centrally located training centre. Such a visit would enable you to meet some of our training team, have a guided tour of our training facilities and to observe our classes in action.



I look forward to meeting you.

A handwritten signature in black ink, which appears to read "Donna Leigh".

Donna Leigh
CEO

GENERAL COURSE INFORMATION



LOCATION

The Suzan Johnston Training Organization is centrally located at Midtown Tower, Level 6, 246 Bourke Street, Melbourne (corner of Bourke and Swanston Streets).

COURSE COMMENCEMENT DATES AND ENROLMENT PROCEDURES

Our training programs commence on a regular basis throughout the year. Please see the relevant course enrolment form for information on commencement dates and enrolment procedures.

COURSE FEES

Course fees can be paid in easy weekly instalments. Please see the enrolment form for further details.

COURSE DURATION AND HOURS OF ATTENDANCE

Our Business Administration and Travel Courses are available both full-time and part-time. Please see the relevant course enrolment form for more details.

ACCREDITATION & RECOGNITION OF YOUR TRAINING

The Suzan Johnston Organization (Aust.) Pty Ltd is a Registered Training Organisation (**RTO Number 170**).

We were one of Victoria's very first Registered Training Organisations and have been registered with the Victorian Registration and Qualifications Authority (VRQA) since 1993.

Suzan Johnston Australia is approved to deliver the following Nationally Recognised Qualifications under the Australian Qualifications Framework:

- BSB30415 Certificate III in Business Administration
- SIT30216 Certificate III in Travel



TRAINERS AND DELIVERY METHODS

Learn from the best!

Classes are delivered face-to-face within a relaxed and supportive classroom environment. Our highly practical and interactive classes are conducted by first-class trainers who are dedicated to teaching and have extensive industry skills and experience.

Our small class sizes ensure that our trainers can work closely with you to personalize your learning experience, providing you with the help and support that you require every step of the way.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is offered to any potential student who can provide evidence of competency for the units delivered within our training programs. For more details on your eligibility and how to apply for Recognition of Prior Learning, please contact one of our consultants.

EMPLOYMENT

Our reputation in the travel and business world of supplying highly trained and capable Travel and Administration staff is second to none.

As a Suzan Johnston graduate you will receive extensive after-course assistance in both applying for and securing the perfect job! Many employers contact our college every year requesting one of our graduates to fill a vacancy within their firm. In fact, we regularly have more jobs on our files than unemployed graduates - a problem we don't mind having!

For decades we have taken great pride in the excellent job placement results our Travel and Business graduates have achieved.

GOVERNMENT FUNDING AVAILABLE

Great news for our prospective students! Some of our courses are offered with government fee subsidy! You may be eligible to complete a course at Suzan Johnston and only pay a small portion of our standard course fees. Please contact one of our consultants to see if you (and your chosen course) are eligible for Government Funded Training.

BSB30415 CERTIFICATE III IN BUSINESS ADMINISTRATION

Reception, Secretarial & Personal Assistant Course

Approximately 75 – 80% of our Certificate III in Business Administration graduates are successfully employed within 3 - 4 weeks of course completion!

EMPLOYMENT OPPORTUNITIES FOR GRADUATES

Maximise your employment options!

This unique course will equip you with a broad range of highly sought-after skills that will enable you to successfully gain employment within a wide variety of administration roles including:

- Receptionist
- Executive Assistant
- Administration Assistant
- Bookkeeping Assistant
- Personal Assistant
- Office Manager
- Secretary

SUBJECTS INCLUDE:

TOUCH TYPING / KEYBOARDING

Using a comprehensive touch typing program you will learn keyboarding skills that will enhance your typing speed and accuracy. Our training program is suitable for beginners and advanced typists.

SWITCHBOARD TRAINING - TELEPHONE TECHNIQUE

During your switchboard training, you will be taught how to develop a telephone technique that is both confident and professional. Our specialised practical sessions include:

- Using correct telephone phrases
- Prioritising and screening calls
- Taking accurate and detailed messages
- Developing active listening skills
- Acquiring a pleasant and confident telephone voice



CUSTOMER SERVICE SKILLS

- Making a positive first impression
- Developing effective listening skills
- Identifying client needs
- Learning to deal with complaints and difficult clients
- Achieving successful client liaison

COMPUTER SOFTWARE TRAINING

These practical 'hands-on' computer sessions are comprehensively delivered to ensure you gain confidence and a high level of competency in using the following computer programs:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint

DESIGN AND PRODUCE BUSINESS DOCUMENTS

You will receive training in advanced document layout and formatting. These practical workshops provide skills and knowledge to design and produce a wide variety of business documentation including minutes of meetings, memorandums, email templates, complex forms and reports.

AUDIO TRANSCRIPTION

Gain 'hands-on' experience in producing correspondence with the use of audio transcription equipment. Confidence in using dictaphone equipment is important for those wishing to work as Personal Assistants especially in either legal or medical fields.

BUSINESS CORRESPONDENCE

These 'hands-on' sessions will assist you in developing effective writing skills relevant to the business environment. Special emphasis will be placed on:

- Grammar, spelling and punctuation
- Correction symbols, formats and layouts
- Planning and creating documents from scratch
- Articulating ideas into professional written context
- Adopting professional language and tone

DIARY AND SCHEDULE MANAGEMENT

Learn how to co-ordinate your manager's (and your team's) time efficiently and effectively. This training will ensure that you have the skills to:

- Make appointments using Microsoft Outlook and other planning tools
- Understand appointment priorities and organise reoccurring appointments
- Co-ordinate individual and team schedules
- Arrange travel and develop travel itineraries

BOOKKEEPING AND MYOB

- Processing accounts payable and receivable
- An introduction to MYOB, a popular accounting software package

MEETING PROCEDURES

This unit will give you the knowledge required to co-ordinate and participate in all types of business meetings. Your training will include the completion of practical exercises in the following:

- Preparing minutes of meetings
- Note-taking skills
- Planning and formatting an agenda
- Organising an appropriate venue

FINISHING AND IMAGE DEVELOPMENT TRAINING

Skills alone are simply not enough in today's competitive employment market. This course includes our renowned Image and Deportment training program to ensure that you develop that 'winning edge'. You will participate in practical workshops that focus on the following key areas:

- Deportment, posture and body language
- Wardrobe (dressing for success)
- Make-up and skin care (females only)
- Speech enhancement and communication skills
- Social and business etiquette

INTERVIEW PREPARATION AND RÉSUMÉS

As part of your studies you will learn how to prepare your résumé and write employment application letters. You will also receive individual assistance in how to market your skills and experience effectively, how to handle all types of interview questions and make a positive first impression.

PRACTICAL PLACEMENT

FULL-TIME COURSE ONLY

During the course, you will undertake 10 days of industry placement. Your trainer will arrange your practical placement, taking into consideration your preference for industry, job role and location. Practical placement provides an opportunity to gain essential industry experience and to apply the learnings from the classroom to further develop your skills and knowledge. The practical placement experience can lead to employment opportunities and provide invaluable industry contacts.

TESTIMONIALS



ZINIA IMERI

Legal Secretary

"I was a stay-at-home-mum for more than 14 years, so this administration course was just what I needed to prepare me for re-entry into the workforce - giving me the skills and the confidence I really needed. I cannot thank SJ enough, everyone was incredibly helpful. After many years of being at home, I managed to secure a job within two weeks of finishing the course - amazing!"

Please refer to pages 8 and 9 for testimonials from more of our past students.

SIT30216 CERTIFICATE III IN TRAVEL

Qualify as an International Travel Consultant

Our SIT30216 Certificate III in Travel is a nationally recognised and industry endorsed program. This comprehensive course will enable you to gain exceptional skills, knowledge and the confidence to ensure your employment success within the travel and tourism industry.

EMPLOYMENT OPPORTUNITIES FOR GRADUATES

A wide range of exciting employment opportunities exist for our tourism graduates. Career options can include:

- Travel Consultant within a retail agency (including independent and/or major chain travel agencies)
- Travel Consultant within a wholesale travel organisation
- Reservations Consultant for an airline, cruise company, hotel or rental car agency
- Booking/Reservations Consultant at an airport

CERTIFICATE III IN TRAVEL SUBJECTS INCLUDE:

CUSTOMER SERVICE

- Effectively communicating with customers
- Providing a service to both colleagues and customers
- Responding to customer complaints
- Successfully identifying, resolving and evaluating conflict
- Working as a productive team member

COMMUNICATION

- Developing correct telephone phrases and techniques
- Responding with professionalism to incoming calls
- Developing a pleasant and professional telephone manner

TOURISM SALES TECHNIQUES

- Identifying your customer's needs
- Suggesting suitable products to your customers
- Sourcing and providing product information and advice
- Highlighting features and benefits of products
- Successful follow-up of sales opportunities

INTERNATIONAL DESTINATIONS AND ATTRACTIONS

Develop your knowledge of international destinations. You will study all major destinations including Asia, the Pacific, the Americas, Europe, Africa and the Middle East.

TOURISM OFFICE OPERATIONS

- Tourism – ‘the big picture’
- Working in the tourism industry
- Health, safety and security in the workplace
- General office procedures
- Tourism industry language – how to speak travel
- Industry rules, regulations and legislation
- Technology used in the tourism industry

AUSTRALIAN AIRFARES AND TRAVEL PRODUCTS

- Identifying, accessing and interpreting product information
- Preparing and providing quotations for customers
- Requesting products and services
- Calculating the costs of products and services
- Successfully preparing a travel itinerary
- Sourcing airfares for domestic flights
- Airline and airport codes

NORMAL INTERNATIONAL AIRFARES

In this important unit you will learn the basic formula for international fare construction and how to cost international airfares and itineraries.

PROMOTIONAL INTERNATIONAL AIRFARES

This unit will help you to develop the skills required to deal with the many promotional airfares that are available on the market at any given time.

COMPUTER RESERVATIONS SYSTEM (CRS) - SABRE

This ‘hands-on’ unit will provide you with extensive training and experience in using a Computer Reservations System - Sabre. These skills are essential for working in the industry and will open doors for you into Reservations and Consulting Roles!



AUSTRALIAN DESTINATIONS AND ATTRACTIONS

These workshops will assist you in developing a strong knowledge of Australian tourism destinations, giving you the background and confidence to provide information and sales advice on domestic travel.

BUSINESS ADMINISTRATION SKILLS

- Microsoft Word and Excel
- Document layout and formats

CORPORATE IMAGE DEVELOPMENT

FULL-TIME COURSE ONLY

To provide optimum employment opportunities this course also includes practical training in confidence and image development. These 'hands on' sessions include:

- Grooming and presentation for job interviews
- Posture and body language
- Speech and communication skills
- Dressing for success

INTERVIEW PREPARATION

Our travel industry specialist will teach you how to prepare your résumé and write employment application letters. You will receive individual assistance in learning how to prepare for job interviews, market your skills and experience effectively, handle all types of interview questions and make a positive first impression.

PRACTICAL PLACEMENT

FULL-TIME COURSE ONLY

You will have the opportunity to undertake approximately 40 hours of supervised practical placement within the travel industry. Your trainers can assist you to find a suitable placement host and will also be available to offer you continued support and encouragement whilst you complete this practical component. The contacts our students make throughout their practical placement experience often lead to permanent full-time employment.

TESTIMONIALS



SANMUGAM RAJAEESWARAN Travel Agency Owner / Operator

"Suzan Johnston is a great place to study - it is such a happy place to learn. I loved doing the travel course as the trainers were friendly and explained everything clearly - it is an extremely supportive learning environment. This travel course gave me the skills and knowledge to help me establish my new travel business."



CLARE JOHNSTONE Travel Agency Owner / Operator

"I initially considered the part-time Certificate 3 in Travel as I didn't know how I would fit going back to 'school' around my young children. However, in the end I decided to study full-time and I'm so glad I did. The trainer was an amazing teacher and she was extremely knowledgeable. The course was challenging and the content was exciting - there was much to learn. I now work for myself as a home-based Travel Counsellor. I love my job and already have many repeat clients. Thanks to Suzan Johnston, I get to do what I love every day!."

Please refer to pages 8 and 9 for testimonials from more of our past students.

STUDENT TESTIMONIALS

BUSINESS ADMINISTRATION COURSE GRADUATES



ANDREEA TUCHELI
Administration Officer

"The course was absolutely sensational. All the staff/trainers were amazing – I found them to be truly caring and totally genuine. My learning experience could not have more positive or more memorable and I got a great job within a week of graduation!"



FREYA SOUTHWELL
Personal Assistant

"SJ gave me the start I needed to gain my first job in the corporate world. I initially commenced as an Office Assistant but within 2 months I was promoted to a PA role. Thanks to SJ I have great skills, confidence and many new and exciting career prospects!"



MELISSA CARLIANA
Receptionist / Administration Assistant

"Suzan Johnston helped me to develop my confidence and belief in myself. With SJ's help I was able to walk into a job interview and truly shine! My time at SJ was fantastic: everyone was always willing to go the extra mile."

"A rewarding and positive experience – there was a great energy in the classroom. I am so glad I enrolled in this course, it gave me skills that will not only help in my career but in life too." **LEAH WILSON**

"The trainers were all amazing, extremely helpful and professional. SJ was really fantastic and I recommend it to everyone."
ARABELLA DOWD

"A great experience and I am so glad I took the plunge. I achieved all of my goals and am so proud of my achievements. Getting a job so quickly was icing on the cake."
MICHELLE SLAUGHTER



DARLINA FIRSTAMA
Personal Assistant

"I found it extremely difficult to find employment in Australia as my previous experience from overseas wasn't recognised by Australian employers. SJ sharpened my skills and gave me the qualifications I needed to find immediate employment - I couldn't be happier."



GABRIELLE KIELY
Receptionist

"I would definitely recommend Suzan Johnston to anyone who is hoping to secure an administrative position. The course was absolutely wonderful - it gave me all the necessary skills and qualifications. SJ even helped me obtain a fantastic job! Thank you Suzan Johnston!"



VANESSA RAMIRA
Receptionist - Legal Firm

"I am really thankful to SJ for giving me the opportunity to start my new career in Business Administration. Two weeks prior to graduation, I was successfully placed as a receptionist in a law firm and I am so happy! I owe my success and happiness to the SJ team!"

TRAVEL COURSE GRADUATES



STEVEN CROFT
Travel Consultant

"The training at Suzan Johnston was a lot of fun and a great learning experience. The trainers were extremely helpful, bringing a lot of knowledge and experience to the classroom and thanks to SJ, I acquired the first travel job that I applied for!"



KATHERINE GARCES
Wholesale Travel Consultant

"The SJ Travel Course was great! I found it to be very practical - which was wonderful as it developed my skills and confidence too. I learnt all the necessary travel subjects and developed my communication and interpersonal skills - which was the key to my success!"



BRITTANY WYMER
Sales Consultant - Car Rental

"Suzan Johnston is fantastic. The staff are really lovely, knowledgeable and ready to help. The course was so interesting - it made learning fun. I landed a job before I even finished the course and couldn't be happier with how the course prepared me for employment. Thank you SJ."

"The energy in the classroom was great. Trainers shared their love of travel and were encouraging, compassionate and understanding. A dynamic and engaging course."

LINDSEY MELDRUM

"The team at Suzan Johnston is very understanding and extremely helpful. I am so grateful and happy that I have done this course. Thank you Suzan Johnston!"

SYLVIA PEMBERTON

"The training we received was highly motivational and the knowledge we gained was really invaluable; building confidence and skills. An excellent and highly professional training organisation." **NANDA KRISHNAMOORTHY**



SAMANTHA RODRIGUEZ
Tour Operator

"The SJ course was the perfect way to begin my Travel Career. During the course, I participated in work experience and after only attending work experience for one day, I was offered a permanent position. Thank you SJ, you opened the door to my dream career."



PAUL JURY
Sales Agent for Jetstar

"The course taught me all the important aspects of working within the Tourism Industry and allowed me to secure my current position with Jetstar. I would highly recommend this course to anyone who may be wishing to pursue a career in Travell!"



SAMANTHA MANNION
Travel Consultant

"SJ is a great place to learn. The teachers are friendly and welcoming; they are always willing to help. Through my practical placement I was offered a full-time job. I graduate today and start my new career as a Travel Consultant next week!"

OTHER NATIONALLY RECOGNISED COURSES AVAILABLE



CHC30113 Certificate III in Early Childhood Education and Care



CHC50113 Diploma of Early Childhood Education and Care

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