

Our tailored, flexible, and practical learning solutions are building a stronger tourism industry.

Macarthur Tourism, Travel and Events College was established in 2015 with a dedicated focus to excellence in training in the tourism and hospitality sector.

Change is constant

The travel and tourism industry is changing constantly, and quickly – and our aim is to empower the people working in it to tackle this successfully.

Competition is getting increasingly fierce, and we need to challenge our assumptions and old habits. Travel businesses need to innovate and develop new ways of thinking.

Learning that inspires

Our team has industry experience, and the knowledge and passion to make a positive, lasting impact on your travel business.

Our programs give you and your teams a rare chance to step away from your daily responsibilities – to reflect and recharge – and then to return to your role with renewed enthusiasm, more clarity and stronger purpose.

We know you're busy, so we have designed an accelerated learning experience. Limited face-to-face training is supplemented by a state of the art online learning platform.

All content is highly practical and relevant, and you'll have a chance to practice what you've learned in real-world business scenarios.

Be competitive.

Stay ahead.

Invest in your team's expertise



The travel and tourism industry is extremely diverse and continuously changing and growing. Tourism operators need regular industry information and projections so that they can stay competitive.

Technology

Inbound operators, wholesalers and travel agents who can adapt and embrace this change will find that traditional distribution remains strong.

Opportunities ahead

What is very exciting is that more people are travelling than ever before. While technology disrupts and challenges the industry and raises our customers' expectations, developments are also providing us with new, more efficient ways to meet our clients needs.

We have opportunities to connect with our customers in new ways, provide them with better value, and offer them increasingly personalised service.

Innovative thinking

At MTTEC, our role is to research and analyse this constantly evolving landscape. We apply our experience and innovative thinking to identify opportunities and best practices on behalf of the travel businesses we partner with.

The result is our growing portfolio of travel and tourism programs, which are specifically tailored to meet the diverse needs of many industry roles, including:

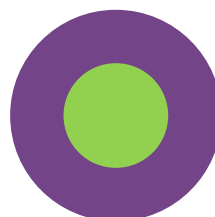
- Cruise companies
- Online travel agents
- Wholesale travel businesses
- International tour operators
- Domestic tour operators
- Inbound tour operators
- Attractions

- Accommodation
- Visitor information centres

Skills recognised

MTTEC is passionate about helping people perform better in all aspects of their roles. Industry skills are important, but so are less tangible abilities, like teamwork, communication and initiative

The MTTEC team works with the whole person. We take each individuals' experience and skills into consideration to unlock their untapped potential.



MTTEC's learning programs can take place on the job, off-site, as self-paced study, online – or as a combination of all of these.

MTTEC Flexible Course Options

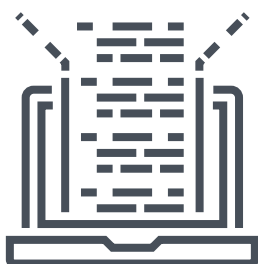
We partner with your business to design a tailored learning plan that will best suit your needs.



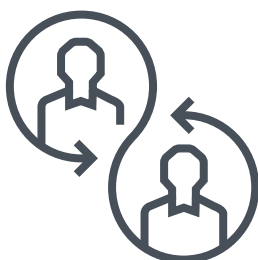
Blended learning programs



Skillset courses



Online training



Traineeships

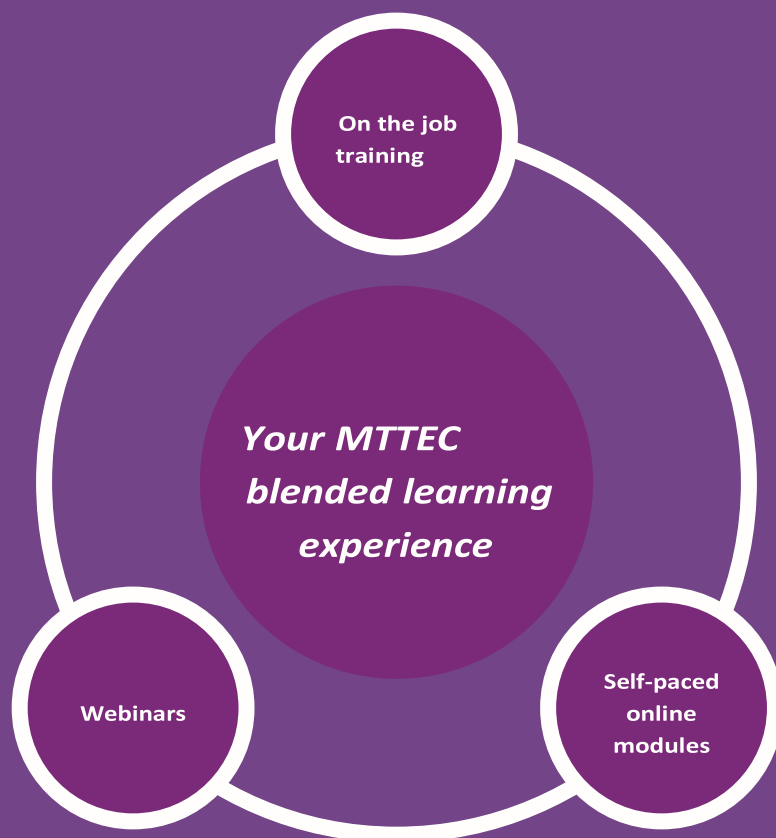
Blended learning programs

On-the-job training, self-study & online learning combined

MTTEC's continuous professional development learning programs empower participants with thorough; practical and effective industry knowledge.

Course content is delivered via facilitated, classroom-based workshops, self-paced online learning modules; and webinars.

This is a holistic, learner-centred approach. We combine different learning techniques to make sure that content is understood, absorbed and applied easily.



Benefits of blended learning:

- Individual coaching and mentoring is supplemented by other methods, to reinforce learning.
- Participants can interact with and learn from like-minded people.
- Learners develop best practice through experience.
- Accessibility to webinars and online modules.

Tailored to travel and tourism

MTTEC's blended learning programs

Our blended learning programs combine classroom-based training with online modules and webinars, which you can complete at your own pace. It's easy to go back over sections which are more difficult to grasp.

We offer:

- Travel Consultant Programs
- Meetings, Incentives, Conferences and Events (MICE) Program
- Leadership Programs
- Tour Guide Programs



Travel Consultant Programs

Travel Consultant Programs for:

- *Retail Travel Consultants*
- *Corporate Travel Consultants*
- *Wholesale Travel Consultants*
- *Groups and Events Travel Consultants*

The programs consist of a common set of core subjects, which is supplemented with specialist material depending on what type of consultants are attending.

Participants will improve their current skills, gain new ones, and learn to implement their knowledge more consistently.

“Don’t underestimate how important continuing professional development is. It’s a career-long obligation for everyone who wants a successful career in our industry. Lifelong learning benefits individuals, clients and businesses – strengthening, protecting and evolving this very special industry of ours!”

Leah Temple
- Director Temple Travel Group |
Helloworld

This program focuses on these skills, behaviours and attitudes:

- Cultivating long term customer relationships
- Improving customer service
- Growing your business/database
- Increasing competitive advantage
- Implementing robust sales practices
- Improving control over the booking process.

Who is this program suitable for?

- Travel consultants who want to learn the latest industry innovations, and apply them to their business.
- People who want to develop the skills, abilities and commitment required to achieve long-term success as travel consultants.
- All levels of experience are welcome – from consultants in their first year, to those who have been selling for 30+ years! The course content offers value to everyone in the industry.

Program content:

- Time management
- MTTEC success model
- Effective communication.
- Working with and the importance of an industry-specific sales process
- Presenting product in the technology age
- Close the sale confidently
- Motivation and mindset



Leadership Training

If you are in a leadership role, responsible for the success of your business, our executive/senior leaders program will help you improve your leadership skills.

You will also learn new methodologies and techniques to lead your staff more effectively and consistently. Course content is highly specific to the travel industry.

This program focuses on these skills, behaviours and attitudes:

- Growing the business
- Keeping staff turnover low
- Pro-active and robust leadership
- Concise and consistent systems and processes
- Expanding focus to encompass the big picture
- Setting expectations and holding people accountable
- Self-motivation and motivating others
- Using strategies, tools and frameworks to build confidence and capabilities.

Who is this program suitable for?

- People in industry leadership roles who want to refresh their leadership skills.
- Leaders who want to achieve higher performance with their teams will also benefit.
- Leaders who want to master the delicate balance of strategy, operations and staff development.
- People already working in the industry – it is not for people trying to break into the industry.
- This program has been developed through an extensive understanding of the skills, abilities and commitment required to achieve long-term success as a leader within the travel and tourism industry.

Program content:

- What it takes to succeed as a leader in the travel industry
- Goal setting
- Management vs leadership
- Motivation and mindset
- Effective communication
- Setting expectations
- Holding people accountable
- Reward and recognition: incentive ideas and management.



Tour Guide Essentials Program

Whether you're already working as a guide, or want to become one, you'll get a lot out of this course.

You will learn how to understand guests, be able to guide them safely and confidently, and help them get the most from their trip.

This program focuses on these skills, behaviours and attitudes:

- Ensuring the tour runs smoothly. A tour leader's ultimate aim is for all guests to have a wonderful holiday and be well looked after.
- Making sure all logistics are in place.
- Adhering to health and safety regulations.
- Providing comprehensive briefings at the start of and during the tour.

Who is this program suitable for?

- This program is a basic introduction to tour guiding.
- Guides already working in this role will refresh and update their skills on this program.
- Aspiring tour guides who want to break in the industry will find this course to be a good starting point.

Program content:

- Narrative and commentary
- Duty of care
- Customer relations
- Leadership
- Cultural awareness
- Conflict resolution
- Problem solving.





Meetings, Incentives, Conferences and Events Program

Are you already working in the fast-paced, varied and exciting MICE sector of travel and tourism? Or are you interested in moving into it from elsewhere in the industry?

MTTEC's MICE program can get you started, or help you brush up on the latest industry trends if you're already working in this sector. If you have an eagle eye for detail and are a consummate planner, you can go far!

This program focuses on these skills, behaviours and attitudes:

- Identifying the opportunities and challenges that MICE planning presents.
- Understanding the economic value of meetings, incentives, conferences and events.
- Developing a MICE business strategy: how to attract and retain new customers.
- Understanding the unique goals, resources and challenges of every MICE project.
- Managing supplier engagement and risk.

Who is this program suitable for?

- Travel and tourism professionals who want to expand their roles into MICE projects.
- Existing MICE consultants who want to brush up on the latest industry trends and developments.
- This program is not entry level – participants must have some tourism and travel work experience.

Program content:

- Planning and logistics
 - Effective communication processes and procedures
 - Managing and co-ordinating event groups
 - Negotiating and communicating with key stakeholders
 - Reporting processes
 - Meeting individual requests and last minute changes
 - Group travel
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Skillset courses

*Is your business looking
for short programs
to meet a specific need
or fill a skills gap?*

We have many units of competency
you can choose from to build a skillset, including:

- Airfares
- Business
- Communication
- Continuous Improvement
- Destination Advice
- Environmental Tourism
- Finance
- Marketing
- Sales and Service
- Leading Tour Groups
- Leadership
- Teamwork



"MTTEC uses an online learner management system which has a simple, intuitive structure and is easy to navigate. I enjoyed the self-paced approach where I could read the learning resources, follow web links and watch video content in my own time."

John Cola
- Tourism student

Online training

Online learning resources

MTTEC's e-learning platform

Our students can access an extensive range of learning resources and assessments online. Our student learning portal is accessible 24/7 from multiple devices.

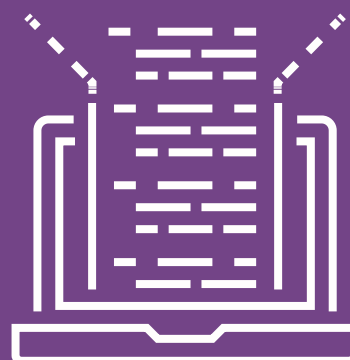
For each online course, students have access to:

- Learner guides, which contain information about the topics they are studying.
- An e-book on each course topic, which includes bookmarking, highlighting and notes functionality.
- Interactive learning tools, which include self-paced slide decks.

Other engaging and useful content is available to our students and includes:

- Real world scenarios
- Case studies about destinations and various travel and tourism operators
- Educational video links
- Links to industry websites and tools.

These resources reinforce what you'll learn in our courses and can be used in real-world working situations.



Traineeships

We deliver training programs for new employees that will get their industry careers off to a strong start.

MTTEC Traineeships consist of practical on the job training plus a structured learning pathway of face-to-face, webinar and self-paced online training. In each case, the program is customised for the individual trainee or group.



Contact us for further information today



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