

FLIGHT CENTRE® Travel Academy In partnership with:



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This guide will provide you with all the info you need to know about this exclusive program.

To break it down, you will be studying for 9 months while we set you up for success with the ultimate start to your travel consultant career in one of the leading travel companies globally - Flight Centre Travel Group.

It's the perfect way to combine your studies with industry experience whilst having some fun.

In partnership with:

FLIGHT CENTRE Travel Academy





# **About the Program**

LAUNCH YOUR CAREER WITH AUSTRALIA'S LEADING TRAVEL BRAND AND RECEIVE A SCHOLARSHIP OF UP TO \$18K\*!

### Flight Centre Travel Consultant program highlights include:



Study a universityaccredited Diploma of Travel and Tourism and Flight Centre Certificate of Excellence.



\$18k scholarship\* awarded by Flight Centre to qualifying students!



Job opportunities plus work experience during your studies with Flight Centre, Australia's leading travel brand.



The Flight Centre Travel Consultant program is the perfect choice if you want to turn your love of travel into a career and see the world while you're at it!



# Launch your Flight Centre Career

- Flight Centre job pathway with entry as a Travel Consultant with an increased level of retainer pay
- Up to \$18k Scholarship\* awarded to qualifying students
- Training on Flight Centre systems, KPIs and sales process



# Uni-accredited + industry experts

- University-accredited Diploma of Travel and Tourism
- Content and subjects tailored to Flight Centre roles
- Study online with support from expert Facilitators

\*see page 8 for Flight Centre Scholarship terms and conditions.



#### The travel industry is fun. Your adventure starts here!

- Exclusive events in Flight Centre HQ Brisbane
- Travel opportunities
- Study and connect with other students on exclusive Flight Centre program intakes



#### **Exclusive inside industry access**

- · Access to and presentations from Flight Centre operations leaders, recruitment and product experts
- Education and events with our industry leading partners
- Enjoy Flight Centre culture, marketing and philosophies.



I've always wanted to be a travel consultant as I just love travelling. I looked into other travel and tourism courses however this course was being taught by industry professionals who have the experience and knowledge, so it would provide me a better opportunity of gaining employment as a travel consultant.

> I'm enjoying the way all the different subjects intertwine. I like the way, no matter where you want to go in the travel and tourism industry, the information is relevant, and you can make it your own path'.



- Gaylene Past student of the Flight Centre Travel Consultant program





The Flight Centre Travel Consultant program is typically a 9-month program full-time. Part-time is also available, ask us about this option.





Flight Centre wants to help pay for your studies!

### WANT TO GET \$18,000 from Flight Centre?

This is how you do it:



\*To be eligible for the \$18,000 Industry Scholarship (Part-time students will be eligible for \$9,000), you must complete your studies, pass the Flight Centre Certificate of Excellence and work as a travel consultant with Flight Centre (in Australia) for two years full-time within four years.

get back up to \$18,000!\*



THE TRAVEL INDUSTRY IS FUN! FROM FLICHELLA, GLOBAL GATHERING, FAMILS AND OTHER TRAVEL OPPORTUNITIES, TO THE DAY TO DAY ADVENTURE - FLIGHT CENTRE IS AN AMAZING PLACE TO WORK!



## Flight Centre Employment Benefits

- Increased base salary and uncapped earning potential!
- Travel Discounts with Flight Centre's internal booking team Travelwise!
- Fast-tracked role and leadership opportunities
- An amazing culture! Have you heard of Flichella or the Global Gathering?
- · World-class internal wellbeing businesses
- Global mobility opportunities! Move overseas if you'd like after 2 years of employment.

### **Program Specific Benefits**

- Work experience in a Flight Centre store.
- Real examples from Flight
  Centre stores are used in the course content.
- Join in the party! A celebration buzz with the team.
- V
- Exclusive guidance and tailored support from our Program Team and Program leaders!
- $\bigcirc$

Graduate with the Flight Centre
Certificate of Excellence



# The environment in a Flight Centre Retail store is dynamic and at times high pressure.

When working as a customer-facing Travel Consultant you are required to provide exceptional service, be organised and knowledgeable, be proficient in multiple booking systems, and be driven to succeed in achieving sales targets.

You are also required to demonstrate confidence, strong communication skills, good time management, the ability to efficiently research and provide accurate information to your customers.

Showing confidence, curiosity, initiative, and professionalism will be keys to your success. Throughout your Diploma you will have the opportunity to gain invaluable work experience in a Flight Centre store. This allows you to see if you fit into this dynamic environment and be able to observe what Flight Centre expects from its employees.

## Challenges

- You do it all!
- Busy environment.
- Full responsibility for exceeding the customers needs.
- Ability to achieve KPI targets.

## Highlights

- Work for an amazing company with great culture!
- Reach your personal and professional goals.
- Create exciting travel opportunities for your clients.
- Be part of a growing and fun industry!



AS PART OF YOUR FLIGHT CENTRE TRAVEL CONSULTANT PROGRAM YOU WILL COMPLETE THE FLIGHT CENTRE CERTIFICATE OF EXCELLENCE.

#### What is the Flight Centre Certificate of Excellence?

Being a Flight Centre Travel Consultant is an all-encompassing role and this certificate will equip you with the skills you need to succeed including:

- Additional simulations of the type of enquires and quotes you receive in store in preparation for your role.
- A deeper understanding of what the role entails, setting you up to hit the ground running.
- You are also required to demonstrate confidence, strong communication skills, good time management, the ability to efficiently research and provide accurate information to your customers.
- Showing confidence, curiosity, initiative, and professionalism will be keys to your success. Throughout your Diploma you will have the opportunity to gain invaluable work experience in a Flight Centre store. This allows you to see if you fit into this dynamic environment and be able to observe what Flight Centre expects from its employees.

#### Some examples of assessment:

Demonstration of Product or Destination Knowledge and Customer Service

**ROLE SIMULATION** 

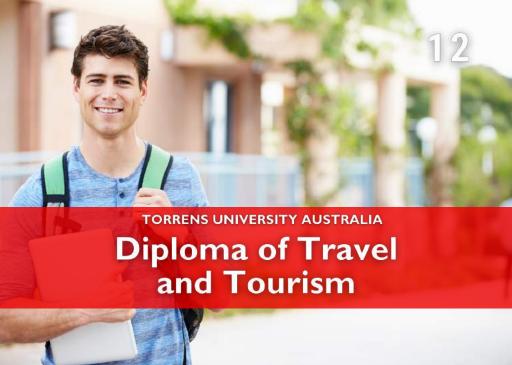
Building My Business / Community Engagement

HOW TO GROW A CUSTOMER DATABASE ASSIGNMENT

Insight into Flight Centre reservation systems

FULL DAY WORKSHOP AND ASSESSMENT

As part of your ongoing learning and development with Flight Centre Travel Group, you will have the opportunity to do further qualifications!



We want to provide you with the tools to launch your career in travel and tourism. By studying the Diploma of Travel and Tourism, while you gain hands-on industry experience, you'll be set up for the ultimate start once you graduate.

The Diploma of Travel and Tourism is accredited by Torrens University Australia. It's been designed to provide our students with a broad base of travel tourism and business knowledge, covering a variety of industry relevant topics and skills. The Diploma is 9 months full-time and the equivalent of the first year of a Bachelor of Business with Torrens University Australia. As a guide, 25-30 hours per week (if studying full time) is required to complete the requirements of the diploma. Part-time study is also available.

As a student with Flight Centre Travel Academy and Torrens University Australia you can visit any of the Torrens University Australia campuses, access student well-being programs and more!



#### **Subjects**

Succeeding in Business

Travel Trends & Insights

Successful Sales Techniques

Introduction to Marketing & Branding

Travel System Essentials

Understanding People & Organisations

Sustainable Tourism

Industry Focus



#### What are the entry requirements for the Diploma?

- · Year 12 or Cert IV or higher
- If you do not meet the above criteria, you may be eligible for Work Life Entry.
- Australian and eligible NZ citizens and Permanent Residents.

#### What is the cost of the Diploma?

We partner with Torrens University Australia and the cost for this tertiary Diploma is \$2,350 per subject, or \$18,800 in total for 8 subjects (2024 onwards). The Diploma is fully covered by Fee HELP for eligible students.

#### Are classes online or in person?

All subjects are delivered completely online! We do offer live tutorials, Assessment Question and Answer sessions, and coaching calls to help you along the way.

#### What study support will I have?

Our facilitators and your dedicated Program Leader pride themselves with ongoing workplace and study support. We will reach out on a regular basis to ensure that you are well equipped to complete all your subjects, assessments, and activities.

#### What if I withdraw from my studies?

You will not be able to continue with the program.

#### What are the details for the Scholarship?

Please refer to page 8 for all the details on the Flight Centre Scholarship\*.

#### What jobs can I get?

Successful completion of this program will set you up to apply for roles as a Travel Consultant. Graduating students receive an increased retainer of approx \$4,000 for the first year depending on hours and shifts worked.

## **Frequently Asked Questions**

#### What if I don't live near a Flight Centre store?

We'll work with you to locate the most convenient store for you. If you do not live near any then we would ask you to consider relocating. However, we will treat each student case by case and find the best solution for you!

#### What if I do not pass my studies?

Our facilitation team and your Program Leader will work with you to help you stay on track with your studies as much as they can, but the Scholarship\* payment will depend on your academic results, and full time or part time study. You can retake subjects at your own expense. We have other Programs that will assist you in achieving your long term goals.

## What happens if I cannot complete the requirements/conditions within the given time frame?

You will not be eligible for the Scholarship\* payment if you do not complete your studies, pass the Flight Centre Certificate of Excellence and work as a travel consultant with Flight Centre for two years full-time in a Flight Centre store in Australia within four years.

## What if I do not pass the Flight Centre Certificate of Excellence but nail the Diploma?

The Flight Centre Scholarship\* payment is based on your academic performance (refer to T&Cs). If you fail the Flight Centre Certificate of Excellence, your Program Leader will speak with you about other pathways that may assist in achieving your career goals.

#### How will I receive the Scholarship\* payment if I qualify?

You will receive a one-off payment of either \$18,000 or \$9,000 (T&C's apply), in your pay from Flight Centre after two years full-time employment in a Flight Centre store in Australia.

## In my first 2 years of employment, can I transfer to another shop or another state?

With the agreement from your Team Leader and Regional Sales Manager and successful sales results, you can transfer to another Flight Centre store in Australia, and still be eligible for the Scholarship\* payment. Note: Minimum 12 months experience in one store is preferred.

All information provided in this ebook is correct at time of publishing and is subject to change. Please speak with your enrolment expert for further details.





#### **WE ARE HERE TO HELP!**

If you have any questions, please reach out to our team of enrolment experts or enquire on our website and we will be in touch.



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