

2025

# Flight Centre Travel Consultant

PROGRAM GUIDE

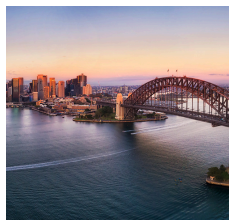
In partnership with:

**FLIGHT CENTRE®**  
Travel Academy



**TORRENS  
UNIVERSITY  
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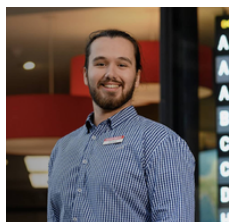
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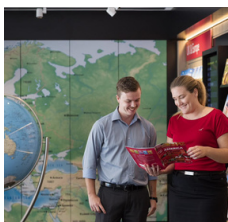
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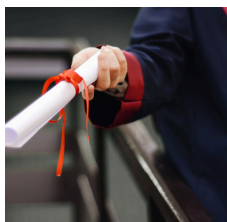
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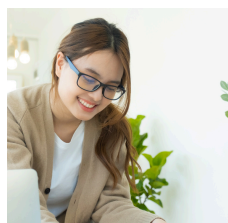
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## STAY CONNECTED

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[tiktok/fctravelacademy](https://tiktok.com/fctravelacademy)

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# Welcome

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 full-time (part-time available) 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.

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AUSTRALIA**



FLIGHT CENTRE TRAVEL CONSULTANT

## 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 university-accredited 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.



## FLIGHT CENTRE TRAVEL CONSULTANT

# Why join the Program?

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 Travel Career

- Fast track interview process with Flight Centre Recruitment for entry as a Travel Consultant, offering a higher starting retainer
- 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
- Program sessions and additional learning 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
- 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'.*

”



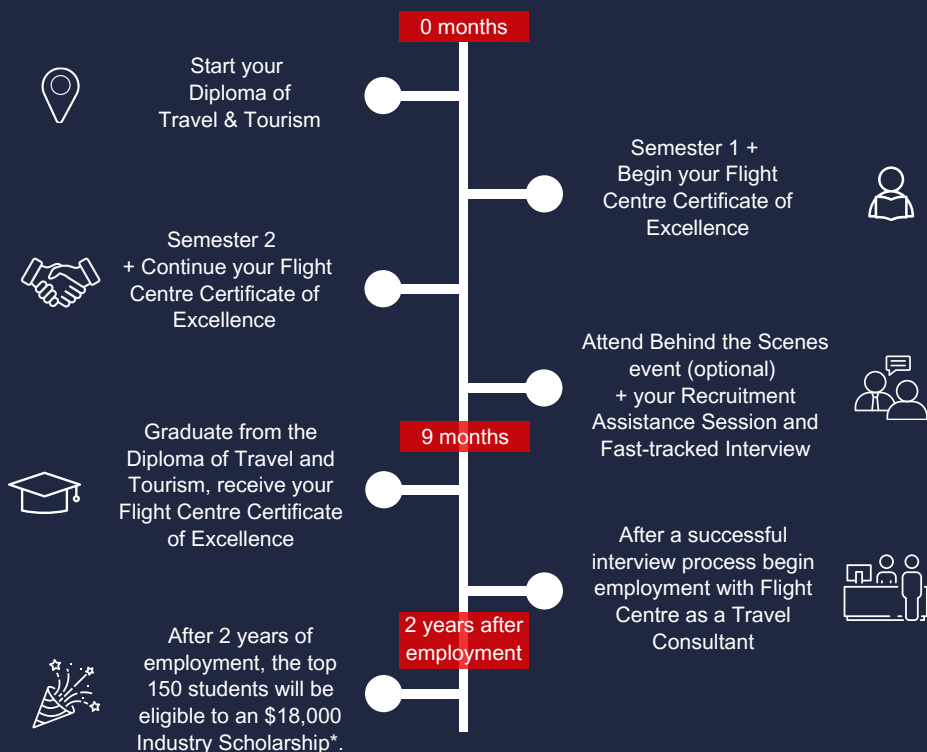
- Gaylene  
Past student of the Flight Centre  
Travel Consultant program



## FLIGHT CENTRE TRAVEL CONSULTANT

# Program Timeline

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 TRAVEL CONSULTANT

# \$18k Flight Centre Scholarship\*

**Flight Centre wants to help pay for your studies!**

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

This is how you do it:

**Step 1**

Enrol into the Diploma of Travel & Tourism in the Flight Centre Travel Consultant Program (FEE-HELP AVAILABLE where requirements are met)

**Step 2**

During your studies, pass your Flight Centre Certificate of Excellence, and attend a Flight Centre Recruitment Session and Fast-tracked Interview

**Step 3**

Graduate with a university level Diploma of Travel & Tourism in only 9 months

**Step 4**

Start employment at Flight Centre

**Step 5**

After your second year of employment with Flight Centre, eligible travel consultants can get back up to \$18,000!\*

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



FLIGHT CENTRE TRAVEL CONSULTANT

# About Flight Centre

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.
- ✓ Exclusive guidance and tailored support from our Program Team and Program leaders!
- ✓ Behind the Scenes Event at Brisbane HQ.
- ✓ Join in the party! A celebration buzz with the team.
- ✓ Graduate with the Flight Centre Certificate of Excellence.
- ✓ Flight Centre Recruitment Session.

## FLIGHT CENTRE TRAVEL CONSULTANT

# Working at Flight Centre

**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.
- Responsibility for exceeding the customers needs.
- Geography and travel knowledge
- 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!

“

***My favourite parts of being a travel consultant were: building connections with clients so I could work out the best trip to meet or exceed their needs; sharing my clients' excitement pre and post travel; and that with the incentive structure of pay, the work I did was rewarded and my earning potential was up to me'.***

”

- Anita, FC Travel Consultant Program Leader





**FLIGHT CENTRE TRAVEL CONSULTANT**

# Certificate of Excellence

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.

**The Certificate of Excellence includes 3 assessments:**

**Demonstration of Product  
and Destination  
Knowledge**

**INDUSTRY LEARNING  
& QUIZ**

**Business Acumen & KPIs -  
Understanding Flight Centre  
KPIs, customers and enquiry**

**ONLINE SESSION  
& QUIZ**

**Insight into Flight Centre  
reservation systems**

**FULL DAY WORKSHOP  
AND ONLINE PRACTICAL  
ASSESSMENT**

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

## FLIGHT CENTRE TRAVEL CONSULTANT Behind the Scenes Event

The Flight Centre Travel Consultant Behind the Scenes event is an amazing 2-day opportunity that allows you an **exclusive behind-the-scenes look at FLIGHT CENTRE HQ** plus your chance to get a feel for and familiarise yourself with your future career as a Travel Consultant.

You'll get to meet facilitators, your program leader and other members of the Flight Centre Travel Academy team plus **meet fellow students** on the same program.

This event is held in Brisbane, and travel and accommodation will be at your own expense if you live outside of the Brisbane area. Discounted accommodation deals are generally available.

This event is jam-packed with activities from in person training and skills development, resume and interview preparation, hear company insights from Flight Centre Leaders, **meet with Flight Centre Recruitment** and more!



### Meet the team

Meet some of the Flight Centre Travel Academy team and enjoy networking and drinks.



### Recruitment sessions

Gain resume and interview preparation before meeting with the team at Flight Centre Recruitment.



### Make new friends

Meet your fellow students, see Flight Centre HQ and get a feel for the industry and your future career.



TORRENS UNIVERSITY AUSTRALIA

# Diploma of Travel and Tourism

**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. As a guide, 20-30 hours per week is required to complete the requirements of the diploma (based on a full-time study load). Part-time study is also available.

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



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## Subjects

Succeeding in Business

Travel Trends & Insights

Successful Sales  
Techniques

Introduction to Marketing  
& Branding

Travel System Essentials

Understanding People &  
Organisations

Sustainable Tourism\*

Industry Focus\*

Industry Practice\*

*\*choose 2 of these 3 elective  
subjects*

FC TRAVEL ACADEMY &amp; TUA

# Student Support

**Students will receive comprehensive support throughout their program, including learning, personal, and program-specific assistance.**

## ALL PROGRAMS

### Student Onboarding

- Your Enrolment Consultant provides support through the first four weeks of studies including program, start date and subject choices for success from the start.
- A virtual orientation week will transition you smoothly into studies plus learn about your program.

### Accessible Learning

- If you will be balancing your studies with a health condition or accessibility need you might be eligible for reasonable academic adjustments and extra support. We are here to help, and you don't need a medical diagnosis to qualify.

### Study Support

- Our Student Support Consultants are here to support you through your studies and program.
- Alongside your online tutorials, your Facilitators offer One-on-One Coaching Calls to help with specific study and assessment-related challenges.

### Counselling & Wellbeing

- Counseling services are available to help with personal challenges and family issues.
- Around the clock wellbeing services offer immediate support.

## PROGRAM SPECIFIC

### Program Support

- Dedicated Expert Program Leader to support you throughout your program.

### Job Preparation

- Assistance with planning, writing and presenting your candidate profile (resume)
- Flight Centre Recruitment Session by Flight Centre Travel Group Careers representative
- Fast-tracked Interview for roles within Flight Centre Travel Group

## MEET YOUR PROGRAM LEADER



Anita Riley is a true Flight Centre legend. With 35+ years with the business, Anita is perfectly placed to guide your journey to Travel Consultant and beyond.

TORRENS UNIVERSITY AUSTRALIA

# Bachelor Pathway

## Year 1

Diploma of Travel  
and Tourism



## Year 2\*

Direct entry to  
Bachelor of Business  
(2nd year)



## Year 3\*

Bachelor of Business  
(3rd and final year)



## Graduate

Bachelor of Business

**Turn your Diploma into a Degree with direct entry to the second year of a Bachelor of Business with Torrens University Australia.**

Successful completion of the Diploma of Travel and Tourism with Flight Centre Travel Academy gives students **guaranteed direct entry into year two\*** of the Bachelor of Business with Torrens University as well as a **25% scholarship** on the remainder of their degree.

Torrens University Australia offers the following:

- Bachelor of Business
- Bachelor of Business (Hospitality and Tourism Management)
- Bachelor of Business (Marketing)
- Bachelor of Business (Event Management)
- Bachelor of Business (Sport Management)
- Bachelor of Business (Entrepreneurship)

With a full-time study load, you can graduate with a diploma in the first year and a bachelor's degree in a total of three years.

*\* timings are based on a  
successful full-time study load*



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## FLIGHT CENTRE TRAVEL CONSULTANT PROGRAM

# Frequently Asked Questions

### **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

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## 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 (within 4 years of graduation) 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 open up the  
world for those  
who seek a  
brighter future!**

## **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.



**1300 369 649**



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**fctravelacademy.com**

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