This course is designed to develop customer service skills in the local community. It focuses on five key elements being:

1. TNQ Essentials
2. Things to do
3. Environment and Sustainability initiatives
4. Visitor service
5. Workplace Health and Safety

After successfully completing the online training in this program, individuals will be recognised as Tourism Tropical North Queensland (TTNQ) Destination Advocate Members for a period of 2 years.

<table>
<thead>
<tr>
<th>LOCATION/S</th>
<th>DURATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>External</td>
<td>Online: up to 4 weeks per session / up to 5 hours</td>
</tr>
</tbody>
</table>

**Course delivery options**

<table>
<thead>
<tr>
<th>WORKLOAD</th>
<th>LOCATION</th>
<th>DELIVERY</th>
</tr>
</thead>
<tbody>
<tr>
<td>up to 5 hours</td>
<td>External</td>
<td>Online</td>
</tr>
</tbody>
</table>

**Key dates**

For key start dates for each location visit the online brochure for this course (under the course details tab):

[tafenorth.edu.au/course/15186](http://tafenorth.edu.au/course/15186)

**Entry requirements**

No entry requirements exist for this program.

**Important Information**

TAFE QLD North is collecting the... more online

**Resources required**

All content is available online in the Learning Management System (Connect). Students will need a computer or other... more online

---

**What are my payment options?**

No matter what your circumstances, TAFE Queensland North has a payment option to suit you. If you are unsure of what’s right for you, call us on 1300 656 959. We’re here to help.

Prices are subject to change.

---

**FULL FEE | $35**

This is the total cost of the course.

Got a question?
Enquire about your full fee study options

---

Accurate as at 15 December 2016. For the latest information see:

[tafenorth.edu.au/course/15186](http://tafenorth.edu.au/course/15186)
Outcome
After successfully completing the online training in this program, individuals will be recognised as Tourism Tropical North Queensland (TTNQ) Destination Advocate Members for a period of 2 years.

- TNQ Ambassador Program (TNQ Customer Service Accreditation)
- Tropical North Queensland Destination Advocate Accreditation

Job prospects
- Customer Service Officer
- Tourism Information Officer

Disclaimer
Not all electives available at all campuses

ARE YOU READY TO TAKE THE NEXT STEP ON YOUR PATH TO GREAT?

Enrol today to secure your spot in this course.

HOW TO ENROL

Enrol now

You're ready if you have:
- checked your important dates (under the course details tab)
- checked you meet the entry requirements (under the course details tab)
- checked your course costs and know which payment option is right for you (under the costs tab)
- Read the student rules and refund policy
- Created your Unique Student Identifier and can provide this code to TAFE Queensland
- If you are applying for a subsidised cost, please ensure you have all the relevant documents at time of enrolment

All done? Then head to the link below to complete your enrolment:

Enrolment options

By telephone: 1300 656 959. In person: at any TAFE Queensland North location.

Make your future happen

Connect with TAFE on Facebook

Accurate as at 15 December 2016. For the latest information see:
tafenorth.edu.au/course/15186

RTO 0275
CRICOS 03020E