

MICRO-CREDENTIALS

Short courses that build skills, stack towards qualifications.

Cornerstone Learning & Development

RTO 45250

If you work in travel, you already know what busy looks like. You're managing clients, navigating change, keeping up with product, and doing it all at pace. Finding time to study can feel like one more thing on a list that never gets shorter.

Micro-credentials are built for exactly this reality.

Each micro-credential is a short, focused course that targets one specific skill or area of knowledge. There is no fluff, no filler and no irrelevant content to sit through. Every course is purposeful, practical and immediately applicable to the work you are already doing. You can pick up a course when you have capacity, work through it at your own pace and apply what you have learned the same week.

Our courses are delivered through an online learner portal that is available 24 hours a day, 7 days a week. That means no fixed class times, no commuting and no having to choose between work and study. You learn in your own time, on your own terms.

HOW OUR MICRO-CREDENTIALS ARE DESIGNED

These are not passive, read-and-click courses. Every micro-credential has been designed to bring the content to life so that learners finish with genuine capability, not just completion certificates.

Content is delivered through a thoughtful combination of real-world scenarios, interactive exercises and practical examples drawn directly from the travel industry. You will work through situations you actually encounter at work, building the ability to handle them with more confidence and skill. The focus throughout is on application: not just understanding a concept, but knowing how to use it.

Our courses are written and designed by people with deep industry experience. That means the context is right, the language is familiar and the learning feels relevant from the very first screen.

OUR MICRO-CREDENTIAL SUITE

Below is our current suite of 23 micro-credentials. Each has been developed by industry practitioners and mapped to real workplace outcomes. Courses can be taken individually or combined to build a learning journey that suits your goals.

MICRO-CREDENTIAL	WHAT YOU WILL LEARN
Building Strong Business Relationships <i>Create trusted partnerships that drive long-term business success.</i>	Learn how to build productive relationships with suppliers, partners and stakeholders. Focuses on trust, negotiation, long-term value and professional influence.
Critical Thinking & Planning Skills <i>Think better, plan smarter and make stronger decisions at work.</i>	Learn how to analyse problems, plan effectively, evaluate options and make better decisions at work. Ideal for developing stronger judgement and problem-solving capability.

Cruise Sales & Product Expertise

Sell cruise confidently by truly understanding the product.

Learn how cruise products work, how to match them to client needs, and how to confidently sell and explain cruise options. Covers itineraries, categories, inclusions and common pitfalls.

Delivering Outstanding Customer Service

Turn everyday service into experiences customers remember.

Learn how to consistently deliver high-quality service and create great customer experiences. Covers service standards, problem-solving and customer loyalty.

Destination Expertise: Australia & International

Recommend destinations with confidence, clarity and authority.

Learn how to research, recommend and sell destinations professionally. Covers how to match destinations to client needs, understand product, and present options with confidence.

Diversity, Inclusion & Respect at Work

Create workplaces where people feel safe, valued and respected.

Learn how to contribute to inclusive and culturally safe workplaces by recognising diversity, respecting differences and applying respectful behaviours.

Emotional Intelligence for the Workplace

Improve relationships, leadership and teamwork through emotional intelligence.

Strengthen self-awareness, empathy and emotional control to improve leadership, teamwork and client relationships. A powerful course for communication, resilience and influence.

Handling Conflict & Customer Complaints

Handle difficult conversations with confidence and professionalism.

Develop practical skills to manage difficult conversations, complaints and conflict calmly and professionally. You'll learn frameworks for de-escalation, resolution and customer retention.

Introduction to Leadership

Make the shift from doing the work to leading people.

Gain foundational leadership skills including motivating others, communicating expectations and supporting team performance in workplace contexts.

Interpreting Finance

Finally understand the numbers that drive business decisions.

Develop the ability to interpret financial statements, budgets, profit & loss statements and forecasts to support informed decision-making and commercial outcomes.

Lead and Monitor Performance

Turn expectations into results through clear leadership and accountability.

Learn how to set expectations, monitor performance, give feedback and improve results. Focuses on accountability, coaching and performance conversations.

Leading High-Performance Teams

Build teams that perform, collaborate and deliver consistently.

Build the practical skills needed to lead teams effectively and get consistent results. Set clear expectations, facilitate teamwork, manage performance and create a culture of accountability and engagement.

Leading Innovative & Creative Teams

Build teams that think better, move faster and continuously improve.

Learn how to encourage new ideas, improvement and innovation inside teams. Covers psychological safety, creative thinking and practical innovation leadership.

Managing Day-to-Day Operations

Run smoother operations with less friction and better outcomes.

Build the skills to plan, monitor and improve operational workflows. Learn how to maintain service standards and ensure quality performance across teams and travel products.

Mastering Domestic Airfares

Quote, explain and manage airfares with confidence and accuracy.

Learn how domestic airfares really work, including fare types, rules, ticketing basics and pricing structures. Gain the confidence to quote, change and explain fares correctly to clients.

Modern Travel & Tourism Foundations

Understand how today's travel industry really works.

An overview of how today's travel industry works, including distribution, suppliers, technology and customer expectations. Ideal for new entrants or career-changers.

Personal Leadership & Self-Management

Lead yourself better to lead others better.

Build the habits, mindset and discipline needed to lead yourself effectively. Covers goal-setting, resilience, time management and professional growth.

Practical Leadership Fundamentals

Build the core skills every effective leader needs.

Build the core skills every modern leader needs: communication, decision-making, accountability and influence. Ideal for new or emerging leaders.

Professional Communication at Work

Communicate clearly, confidently and professionally in any workplace situation.

Build clear, confident workplace communication skills for emails, conversations, clients and internal teams. Focuses on practical communication that reduces errors, conflict and misunderstandings.

Consultative Sales & Client Engagement

Sell with confidence, clarity and integrity.

Learn how to sell with confidence. Covers needs-based selling, objection handling, presenting value and effective communication.

Understanding Business Financial Reports

Take control of budgets, costs and everyday business finances.

Understand how to build, manage and monitor budgets in a business environment. Learn how to track costs, forecast spend and make better financial decisions.

Workforce Planning & Team Resourcing

Put the right people in the right roles at the right time.

Learn how to plan staffing needs, allocate work and support workforce capability. Covers scheduling, skills planning and team structure.

Workplace Health & Safety Essentials

Create safer workplaces and meet your WHS responsibilities with confidence.

Learn your responsibilities in creating and maintaining a safe workplace. Covers risk identification, compliance, reporting and safe work practices.

BUILDING TOWARDS A FULL QUALIFICATION

One of the most compelling things about our micro-credentials is that every course you complete counts for something beyond the course itself.

Our micro-credentials are designed to **stack** towards nationally recognised qualifications. That means each micro-credential you complete contributes credit towards a full formal qualification, without you having to commit to an entire program upfront. You build your learning gradually, at a pace that works for you, and your progress accumulates into something that carries real weight in the industry.

There is no pressure to pursue a full qualification. Many learners complete micro-credentials purely for the skill and the confidence they bring. But if and when you decide you want more, the pathway is already there.

Our micro-credentials stack towards three nationally recognised qualifications:

SIT40125 | Certificate IV in Travel & Tourism

A nationally recognised qualification that develops the practical skills and knowledge needed to work effectively across the travel and tourism sector. Covers customer service, destinations, sales, compliance and professional practice.

BSB40520 | Certificate IV in Leadership & Management

A nationally recognised qualification designed for those moving into or developing within a leadership role. Builds capability across communication, team management, operational planning and workplace performance.

SIT50122 | Diploma of Travel & Tourism Management

A higher-level qualification for those seeking to develop advanced expertise in travel and tourism. Covers strategic management, complex customer service, business operations and industry leadership.

To find out which micro-credentials are right for you or your team, or to explore how your learning can build towards a full qualification, reach out to the CLD team. We will help you build a pathway that fits your life.