



SIT30116 Certificate III in Tourism

What will I learn?

This qualification provides the essential knowledge and skills required to undertake roles within the tourism industry. The qualification will cover areas such as tour operations, tour co-ordination and delivery, marine tourism, customer service, sales, food and beverage and sustainability. This qualification provides a pathway to work in many tourism industry sectors and for a diversity of employers including tour operators, inbound tour operators, visitor information centres, attractions, cultural and heritage sites, and any small tourism business.

Where will it lead me?

This qualification reflects the role of individuals who use a range of well-developed tourism service, sales or operational skills and sound knowledge of industry operations to plan and coordinate tourism services. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

Possible job titles include:

- adventure tourism guide
- attendant or senior ride operator in an attraction or theme park
- booking agent
- cellar door salesperson and guide in a winery
- customer service agent
- guide and salesperson in an Indigenous cultural centre
- inbound tour coordinator
- marine tourism guide or dive tour operator
- museum attendant
- operations consultant for a tour operator
- reservations sales agent
- sales consultant
- visitor information officer.

This qualification has 15 units in total (4 core and 11 electives). There are no entry requirements for this qualification.

Course Duration

The qualification will take between 6 to 24 months to complete.

Delivery and Assessment

Depending on the units of competency chosen, there will be a mixture of classroom delivery (theory) and venue/ industry delivery (practical).

Materials and Resources

All workbooks, assessments, equipment, facilities and resources required to complete this qualification will be supplied to participants.





Units of Competency available

The 11 elective units chosen must have 3 units from Group A, and 3 units from Group B, or 6 units from Group C or D or 6 units from Group A,B,C, D or E, and the remaining 5 units may be selected from the SIT Training Package or any other current Training Package or accredited course

Core units (Mandatory)	
SITTIND001- Source and use information on the tourism and travel industry	SITTGDE009 Prepare specialised interpretive content on marine environments
SITXCCS006 – Provide service to customers	SITTGDE010 Prepare specialised interpretive content on cultural and heritage environments
SITXCOM002 – Show social and cultural sensitivity	SITTTOP001 Load touring equipment and supplies
SITXWHS001- Participate in safe work practices	SITTTOP002 Provide outdoor catering
Elective units (Group A) - Tourism Office Operations	
SITTTSL001 Operate online information systems	TLIB2003 Carry out vehicle servicing and maintenance
SITTTSL002 Access and interpret product information	TLIC1051 Operate commercial vehicle
SITTTSL009 Process travel-related documentation	TLIC2025 Operate four wheel drive vehicle
	TLIC3042 Operate coach/bus
Elective units (Group B) – Tourism coordination	
SITXCCS002 Provide visitor information	SITTVAF001 Load and unload a ride
SITTTSL004 Provide advice on Australian destinations	SITTVAF002 Operate a ride location
SITTTSL005 Sell tourism products and services	SITTVAF003 Operate a games location
SITTTSL006 Prepare quotations	SITTVAF005 Fill LPG gas cylinders
SITTTSL007 Process reservations	SITXCCS001 Provide customer information and assistance
SITTTSL008 Book supplier products and services	SITXCCS004 Provide lost and found services
SITTTSL010 Use a computerised reservations or operations system	SITXCOM003 Provide a briefing or scripted commentary
	SITXWHS002 Identify hazards, assess and control safety risks
Elective units (Group C) – Tourism delivery	
CPPSEC2012A Monitor and control individual and crowd behaviour	
SITHACS001 Clean premises and equipment	
SITTGDE001 Interpret aspects of local Australian Indigenous culture	
SITTGDE004 Lead tour groups	
SITTGDE005 Prepare and present tour commentaries or activities	
SITTGDE006 Develop and maintain the general and regional knowledge required by guides	
SITTGDE007 Research and share information on Australian Indigenous cultures	
SITTGDE008 Prepare specialised interpretive content on flora, fauna and landscape	
Elective units (Group D) - Marine Tourism	
	SISOSCB301A SCUBA dive in open water to a maximum depth of 18 metres
	SISOSCB306A Perform diver rescues
	SISOSCB308A Guide a SCUBA dive
	SISOSCB419A Instruct SCUBA diving skills
	SITTGDE005 Prepare and present tour commentaries or activities
	SITTGDE009 Prepare specialised interpretive content on marine environments



Elective units (Group E) – General

Client and Customer Service, and Sales

SIRXSLS001 Sell to the retail customer
 SIRXPDK001 Advise on products and services
 SITXCRI001 Respond to a customer in crisis

Communication and Teamwork

BSBWOR203 Work effectively with others
 SITXCOM001 Source and present information
 SITXCOM004 Address protocol requirements

Computer Operations and ICT Management

BSBITU202 Create and use spreadsheets
 BSBITU301 Create and use databases
 BSBITU306 Design and produce business documents

E-Business

SITXEBS001 Use social media in a business

Environmental Sustainability

BSBSUS201 Participate in environmentally sustainable work practices

Events

SITEEVT002 Process and monitor event registrations
 SITEEVT003 Coordinate on-site event registrations
 SITEEVT004 Provide event staging support

Finance

BSBFIA301 Maintain financial records
 SITXFIN001 Process financial transactions

First Aid

HLTAID003 Provide first aid
 HLTAID005 Provide first aid in remote situation

Food and Beverage, Food Safety

SITHFAB002 Provide responsible service of alcohol
 SITHFAB004 Prepare and serve non-alcoholic beverages
 SITHFAB005 Prepare and serve espresso coffee
 SITHFAB007 Serve food and beverage
 SITHFAB009 Conduct a product tasting for alcoholic beverages
 SITHIND001 Use hygienic practices for hospitality service
 SITXFSA001 Use hygienic practices for food safety

Gaming

SITHGAM001 Provide responsible gambling services
 SITHGAM002 Attend gaming machines
 SITHGAM015 Attend casino gaming machines

Human Resource Management

SITXHRM001 Coach others in job skills

Inventory

SITXINV001 Receive and store stock
 SITXINV002 Maintain the quality of perishable items
 SITXINV003 Purchase goods

Languages other than English

SITXLAN001 Conduct basic oral communication in a language other than English
 SITXLAN002 Conduct routine oral communication in a language other than English





Cost

Fee for Service **\$2980.00**

How to apply?

To enrol in this qualification, please contact **Admin** on **07 5665 9874** or **admin@smartskill.com.au** and request an enrolment pack.



What is Skills Assure?

The Skills Assure supplier (SAS) system provides a central register of pre-approved registered Training organisations (RTOs) who have met the department's entry requirements to deliver training and assessment services subsidised by the department. This gives vocational education and training (VET) students, parents and employers confidence that the training delivered by these RTOs will develop skills that are valued by industry and will lead to employment.

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