

SIT20116 Certificate II in Tourism (VETiS)

What is VETiS?

Vocational Education and Training in Schools (VETiS) is a program that enables students to gain nationally recognised qualifications while at school. VETiS can be undertaken in years 10, 11 and 12, and can count towards the Queensland Certificate of Education.

How is VETiS funded in Queensland?

Eligible students can access VETiS funding from the Department of Employment, Small Business and Training's VET investment budget. Ineligible students can still undertake this qualification on a fee for service (FFS) arrangement.

For more information visit <https://desbt.qld.gov.au/training/providers/funded/vetis> and download the VETiS Fact Sheet.

Eligibility criteria

- Must be in Years 10, 11 or 12 (15 years of age or older)
- Must be currently attending school in Queensland
- Be an Australian citizen or Australian permanent resident residing in Queensland or a New Zealand citizen permanently residing in Queensland (proof will be required)
- Have not accessed the VETiS funding previously

Do not hold or are not currently enrolled-in or undertaking a Certificate II, III or higher

What is the qualification?

This **Certificate II** qualification provides a pathway to work in many tourism and travel industry sectors, and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, attractions, cultural and heritage sites, and any small tourism business.

Possible job titles include:

- documentation clerk for a tour wholesaler or travel agency
- office assistant for a tour operator
- receptionist/ office assistant for conference organiser or event management business
- receptionist/office assistant in a travel agency
- retail sales assistant in an attraction
- ride attendant in an attraction.

This qualification has 11 units in total (4 core and 7 electives). The electives can cover a number of disciplines, from tourism delivery, sales, operations, administration, customer service, IT, finance, and food and beverage. There are no entry requirements for this qualification.



Units of Competency available

The 7 elective units chosen must have 3 units from the list below, and 4 units from the list below or the SIT Training Package or any other current Training Package or accredited course.

Core units	Elective Units - Food and Beverage
SITTIND001- Source and use information on the tourism and travel industry	SITHFAB002 – Provide responsible service of alcohol
SITXCCS003 – Interact with customers	SITHFAB004 - Prepare and serve non-alcoholic beverages
SITXCOM002 – Show social and cultural sensitivity	SITHFAB005 – Prepare and serve espresso coffee
SITXWHS001- Participate in safe work practices	SITXFIN001 – Process financial transactions
Elective units - Cleaning and Inventory	SITXFSA001 – Use hygienic practices for food safety
SITHACS001 - Clean premises and equipment	Elective Units – Administration, Sales, Customer Service
SITXINV001 - Receive and store stock	SIRXSL001 - Sell to the retail customer
Elective Units – Tourism delivery, Sales and Operations	SIRXPDK001 - Advise on products and services
SITXCOM003 - Provide a briefing or scripted commentary	SITXCCS001 - Provide customer information and assistance
SITTGDE001 - Interpret aspects of local Australian Indigenous culture	SITXCCS002 - Provide visitor information
SITTVA001 - Load and unload a ride	BSBCMM201 - Communicate in the workplace
SITTVA002 - Operate a ride location	BSBWOR203 - Work effectively with others
SITTTSL001 - Operate online information systems	SITHCOM201 – Source and present information
SITTTSL002 - Access and interpret product information	BSBITU211 - Produce digital text documents
SITTTSL009 - Process travel-related documentation	





Course Duration

The qualification will take between 12 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 simulated delivery (practical).

Example

Food and Beverage	<ul style="list-style-type: none"> • 1 theory session per week (within school hours) • 5 day practical course held at an industry venue (within school hours) • Other practical sessions conducted in the classroom/school facilities (within school hours)
Tourism delivery, Sales and Operations	<ul style="list-style-type: none"> • 1 theory session per week (within school hours) • Practical sessions conducted in the classroom/school facilities (within school hours) • Excursion/ Site visit to an industry venue (TBC)
Administration, Sales, Customer Service	<ul style="list-style-type: none"> • 1 theory session per week (within school hours) • Practical sessions conducted in the classroom/school facilities (within school hours) • Excursion/ Site visit to an industry venue (TBC)

Materials and Resources

All workbooks, assessments, equipment, facilities and resources required for training will be supplied to participants.

Cost

For VETiS eligible students - **Funded by the VET investment budget**

For VETiS ineligible students - **from \$295.00 per person**

How to apply?

To enrol a student in this qualification, please contact **Sonia Faulkner** (Schools Co-ordinator) 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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