



SIT20122 Certificate II in Tourism

What will I learn?

This introductory level qualification is the best way to start your career or help you on your way to further study in either tourism, events, or business. The qualification will cover areas such as tourism operations, understanding social and cultural diversity, providing advice on tourism destinations and visitor information, offering customer service, tour guiding and using effective communication.

Where will it lead me?

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

What is involved?

This qualification has 11 units in total (5 core and 6 electives) and there are no entry requirements for this qualification.

Course Duration

The qualification will take between 12 to 24 months to complete.

Delivery and Assessment

The qualification will be delivered through a mixture of classroom delivery (theory) and industry delivery (practical).

Materials and Resources

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

Cost

The cost of this qualification can be covered under VETiS funding ** or through a Fee for Service arrangement.

*** If you are a current Queensland School Student, you may be eligible to undertake a VETiS qualification funded by the VET investment budget and delivered by an RTO who is approved as a Skills Assure supplier (SAS). For more information about eligibility and funding, visit <https://desbt.qld.gov.au/training/providers/funded/vetis> and download the fact sheet.*

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.





Example of the Units of Competency offered

Core units (Mandatory)

- SITTIND003 Source and use information on the tourism and travel industry*
- SITXCCS009 Provide customer information and assistance*
- SITXCCS011 Interact with customers*
- SITXCOM007 Show social and cultural sensitivity*
- SITXWHS005 Participate in safe work practices*

Elective units

- SITTTVL001 Access and interpret product information*
- SITXCOM008 Provide a briefing or scripted commentary*
- SITXCCS010 Provide visitor information*
- BSBCMM211 Apply communication skills*
- SITXCOM006 Source and present information*
- BSBSUS211 Participate in sustainable work practices*

Other elective units are available which cover tourism areas such as Administration, Customer service, Tourism delivery, Finance, Food and Beverage and Sustainability. Please discuss your individual requirements with our team.

More information?

To enquire about this qualification, please contact Administration on 07 3239 0656 or admin@smartskill.com.au



**NATIONALLY RECOGNISED
TRAINING**

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