SIT20116 Certificate II in Tourism

What will I learn?

This qualification provides the basic knowledge and skills required to start a career within tourism, business or the events sector. 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 technology.

This introductory level qualification is the best way to start your career and you on your way to further study in either tourism, events, or business.

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.

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 at 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.

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 delivery (practical).

Example

Guiding / Administration/ Tour sales / Food and Beverage	• Theory sessions • Practical sessions held at an industry venue/simulated environment and/or work placement

Materials and Resources

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

NATIONALLY RECOGNISED TRAINING

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 (Mandatory)	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	SIRXSLS001 - 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
SITTVAF001 - Load and unload a ride	BSBCMM211 – Apply communication skills
SITTVAF002 - Operate a ride location	BSBTWK201 - Work effectively with others
SITTTSL001 - Operate online information systems	SITHCOM201 – Source and present information
SITTTSL002 - Access and interpret product information	BSBTEC201 – Use business software applications
SITTTSL009 - Process travel-related documentation	

Cost

Fee for Service **$2400.00**

If you are a current Queensland School Student, you may be able to undertake this course through Vocational Education and Training in Schools. Eligibility criteria applies. For more information visit https://desbt.qld.gov.au/training/providers/funded/vetis and download the fact sheet.

How to apply?

To enrol in this qualification, please contact **Admin** on **07 3279 0656** 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.