



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
- SITXCCS006 – Provide service to customers
- SITXCOM002 – Show social and cultural sensitivity
- SITXWHS001- Participate in safe work practices

Elective units (Group A) - Tourism Office Operations

- SITTTSL001 Operate online information systems
- SITTTSL002 Access and interpret product information
- SITTTSL009 Process travel-related documentation

Elective units (Group B) – Tourism coordination

- SITXCCS002 Provide visitor information
- SITTTSL004 Provide advice on Australian destinations
- SITTTSL005 Sell tourism products and services
- SITTTSL006 Prepare quotations
- SITTTSL007 Process reservations
- SITTTSL008 Book supplier products and services
- SITTTSL010 Use a computerised reservations or operations system

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

- SITTGDE009 Prepare specialised interpretive content on marine environments
- SITTGDE010 Prepare specialised interpretive content on cultural and heritage environments
- SITTTOP001 Load touring equipment and supplies
- SITTTOP002 Provide outdoor catering
- TLIB2003 Carry out vehicle servicing and maintenance
- TLIC1051 Operate commercial vehicle
- TLIC2025 Operate four wheel drive vehicle
- TLIC3042 Operate coach/bus
- SITTVAF001 Load and unload a ride
- SITTVAF002 Operate a ride location
- SITTVAF003 Operate a games location
- SITTVAF005 Fill LPG gas cylinders
- SITXCCS001 Provide customer information and assistance
- SITXCCS004 Provide lost and found services
- SITXCOM003 Provide a briefing or scripted commentary
- SITXWHS002 Identify hazards, assess and control safety risks

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

- BSBTWK201 Work effectively with others
- SITXCOM001 Source and present information
- SITXCOM004 Address protocol requirements

Computer Operations and ICT Management

- BSBTEC201 Use business software applications
- BSBTEC302 Design and produce spreadsheets
- BSBTEC301 Design and produce business documents

E-Business

- SITXEBS001 Use social media in a business

Environmental Sustainability

- BSBSUS211 Participate in sustainable work practices

Events

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

Finance

- BSBFIN302 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 **Administration** 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.

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