Australian Government

SIT30116 Certificate III in Tourism

Release 1

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Modification History

Not applicable.

Qualification Description

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 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.

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.

This qualification allows for multi-skilling and for specialisation in office-based roles involving the planning and coordination of tourism services, or roles in the field where products are delivered.

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.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

15 units must be completed:

- 4 core units
- 11 elective units, consisting of:
  - 3 units from Group A **and** 3 units from Group B

OR

  - 6 units from Group C

OR

  - 6 units from Group D

OR

  - 6 units from Group A, B, C or E
  - the remaining 5 units may be selected from any elective group below, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

Packaging Rules for marine tourism specialisation:

- All Group D electives must be selected for award of the Certificate III in Tourism (Marine Tourism).

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

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

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

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

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

Group E- General Electives

Client and Customer Service, and Sales

SIRXSLS201	Sell products and services
SIRXSLS002A	Advise on products and services
SITXCRI001	Respond to a customer in crisis

Communication and Teamwork

BSBWOR203	Work effectively with others

Service Skills Australia

| 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 situations |

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

Qualification Mapping Information

No equivalent qualification.

Links

Companion Volume Implementation Guide: - http://www.serviceskills.com.au/resources

Service Skills Australia