SIT20116 Certificate II in Tourism

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release 2</td>
<td>Updated superseded SIR units</td>
</tr>
</tbody>
</table>

Qualification Description

This qualification reflects the role of individuals who have a defined and limited range of tourism operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

This 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.

Work could be undertaken in an office environment where the planning of tourism and travel products and services takes place, in the field where products are delivered, or a combination of both.

Possible job titles include:
- documentation clerk for a tour wholesaler or travel agency
- museum attendant
- office assistant for a tour operator
- receptionist and office assistant for a professional conference organiser or event management business
- receptionist and office assistant in a travel agency
- retail sales assistant in an attraction
- ride attendant in an attraction.

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

11 units must be completed:

- 4 core units
- 7 elective units, consisting of:
  - 3 units from the list below
  - 4 units from the list below, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

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
SITXCCS003 Interact with customers
SITXCOM002 Show social and cultural sensitivity
SITXWHS001 Participate in safe work practices

Elective units

Cleaning

SITHACS001 Clean premises and equipment

Client and Customer Service, and Sales

SIRXSLS001 Sell to the retail customer
SIRXPDK001 Advise on products and services
SITXCCS001 Provide customer information and assistance
SITXCCS002 Provide visitor information

Cultural Services

CUACNM201 Monitor collections for changes in condition
CUAEVER201 Assist with the staging of public activities and events
CUAIND202 Develop and apply knowledge of information and cultural services organisations

Communication and Teamwork
BSBCMM201   Communicate in the workplace

BSBWOR203   Work effectively with others

SITXCOM001   Source and present information

**Computer Operations and ICT Management**

BSBITU201   Produce simple word processed documents

BSBITU202   Create and use spreadsheets

**Environmental Sustainability**

BSBSUS201   Participate in environmentally sustainable work practices

**Finance**

SITXFIN001   Process financial transactions

**First Aid**

HLTAID003   Provide first aid

**Food and Beverage, Food Safety**

SITHFAB002   Provide responsible service of alcohol

SITHFAB004   Prepare and serve non-alcoholic beverages

SITHFAB005   Prepare and serve espresso coffee

SITXFSA001   Use hygienic practices for food safety

**Inventory**

SITXINV001   Receive and store stock

**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

**Tourism Delivery**

SITXCOM003   Provide a briefing or scripted commentary
SITTGDE001 Interpret aspects of local Australian Indigenous culture
SITTVAF001 Load and unload a ride
SITTVAF002 Operate a ride location
TLIC1051 Operate commercial vehicle

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

Qualification Mapping Information
SIT20112 Certificate II in Tourism

Links