SIT30116 Certificate III in Tourism

Release 2
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Modification History

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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

SITTTS001 Operate online information systems
SITTTS002 Access and interpret product information
SITTTS009 Process travel-related documentation

Group B - Tourism Coordination
SITXCCS002  Provide visitor information
SITTTSI004  Provide advice on Australian destinations
SITTTSI005  Sell tourism products and services
SITTTSI006  Prepare quotations
SITTTSI007  Process reservations
SITTTSI008  Book supplier products and services
SITTTSI010  Use a computerised reservations or operations system

**Group C - Tourism Delivery**

CPPSEC2012A  Monitor and control individual and crowd behaviour
SITHACS001  Clean premises and equipment
SITTGD001  Interpret aspects of local Australian Indigenous culture
SITTGD004  Lead tour groups
SITTGD005  Prepare and present tour commentaries or activities
SITTGD006  Develop and maintain the general and regional knowledge required by guides
SITTGD007  Research and share information on Australian Indigenous cultures
SITTGD008  Prepare specialised interpretive content on flora, fauna and landscape
SITTGD009  Prepare specialised interpretive content on marine environments
SITTGD010  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

SIRXSL001 Sell to the retail customer
SIRXPDK001 Advise on products and services
SITXCR1001 Respond to a customer in crisis

Communication and Teamwork

BSBWOR203 Work effectively with others
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**

SITXEB001  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**