SIT30216 Certificate III in Travel

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 retail travel or wholesale sales and operational skills and sound knowledge of industry operations to coordinate travel 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 the retail travel or tour wholesale sector for employers that cover or specialise in leisure, corporate, domestic or international sales.

Work could be undertaken in an office, shopfront, or online or mobile environment.

Possible job titles include:
- call centre sales agent
- corporate consultant
- cruise consultant
- customer service agent
- domestic travel consultant
- incentive coordinator
- international travel consultant
- mobile travel consultant
- online travel consultant
- reservations sales agent
- wholesale consultant.

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

17 units must be completed:

- 14 core units
- 3 elective units, consisting of:
  - 1 unit from the list below
  - 2 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
SITTTSL002 Access and interpret product information
SITTTSL003 Provide advice on international destinations
SITTTSL004 Provide advice on Australian destinations
SITTTSL005 Sell tourism products and services
SITTTSL006 Prepare quotations
SITTTSL008 Book supplier products and services
SITTTSL009 Process travel-related documentation
SITTTSL010 Use a computerised reservations or operations system
SITTTSL012 Construct normal international airfares
SITTTSL013 Construct promotional international airfares
SITXCCS006 Provide service to customers
SITXCOM002 Show social and cultural sensitivity
SITXWHS001 Participate in safe work practices

Elective units

Communication and Teamwork

BSBREL402 Build client relationships and business networks
BSBWOR203 Work effectively with others

**Computer Operations and ICT Management**

BSBITU202 Create and use spreadsheets
BSBITU301 Create and use databases
BSBITU306 Design and produce business documents
BSBWOR204 Use business technology

**E-Business**

SITXEBS001 Use social media in a business

**Environmental Sustainability**

BSBSUS201 Participate in environmentally sustainable work practices

**Finance**

BSBFIA301 Maintain financial records
SITXFIN001 Process financial transactions

**Human Resource Management**

SITXHRM001 Coach others in job skills

**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 Sales and Operations**

SITTTSL007 Process reservations
SITTTSL011 Source airfares for domestic flights
SITTTSL014 Construct advanced international airfares
SITTTSL015 Administer billing and settlement plans
SITTTSL016 Provide specialist advice on cruises
Work Health and Safety

SITXWHS002 Identify hazards, assess and control safety risks

Qualification Mapping Information

SIT31312 Certificate III in Travel

Links