



Australian Government

SIT30216 Certificate III in Travel

Release 1

SIT30216 Certificate III in Travel

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

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