Australian Government

SIT40116 Certificate IV in Travel and Tourism

Release 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

SIT40116 Certificate IV in Travel and Tourism

Modification History

Not applicable.

Qualification Description

This qualification reflects the role of skilled operators who use a broad range of tourism or travel skills and sound knowledge of industry operations to coordinate travel or tourism services. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. Many people have supervisory responsibilities and plan, monitor and evaluate the work of team members.

This qualification provides a pathway to work in many travel and tourism industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, inbound tour operators, tourist attractions, visitor information centres and other tourism businesses.

Possible job titles include:

- account coordinator
- assistant manager
- marketing coordinator
- operations supervisor
- product coordinator
- promotions officer
- reservations sales or call centre supervisor
- senior operations coordinator
- senior or supervisory retail consultant
- sales coordinator
- sales executive.

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

19 units must be completed:

- 7 core units
- 12 elective units, consisting of:
    - 6 units from Group A
    - 6 additional units from Group A, Group B, 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
SITXCCS007	Enhance customer service experiences
SITXCOM002	Show social and cultural sensitivity
SITXCOM005	Manage conflict
SITXFIN002	Interpret financial information
SITXHRM001	Coach others in job skills
SITXWHS003	Implement and monitor work health and safety practices

Elective units

Group A

Tourism and Travel Coordination

SITXCCS002	Provide visitor information
SITTTOP003	Allocate tour or activity resources
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

SITTTSL007	Process reservations
SITTTSL008	Book supplier products and services
SITTTSL009	Process travel-related documentation
SITTTSL010	Use a computerised reservations or operations system
SITTTSL011	Source airfares for domestic flights
SITTTSL012	Construct normal international airfares
SITTTSL013	Construct promotional international airfares
SITTTSL014	Construct advanced international airfares
SITTTSL015	Administer billing and settlement plans
SITTTSL016	Provide specialist advice on cruises
SITTTSL017	Maintain product inventories

Tourism Delivery

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
SITTGDE011	Coordinate and operate tours
SITTTOP001	Load touring equipment and supplies
SITTTOP002	Provide outdoor catering
SITTTOP004	Set up and operate a camp site

Service Skills Australia

SITTTOP005	Operate tours in a remote area
TLIC1051	Operate commercial vehicle
TLIC2025	Operate four wheel drive vehicle
TLIC3042	Operate coach/bus

Group B

Communication and Teamwork

BSBCMM401	Make a presentation
BSBWRT401	Write complex documents
SITXCOM004	Address protocol requirements

Computer Operations and ICT Management

BSBITU301	Create and use databases
BSBITU302	Create electronic presentations
BSBITU306	Design and produce business documents
BSBITU402	Develop and use complex spreadsheets

Crisis Management

SITXCRI001	Respond to a customer in crisis

E-Business

SITXEBS001	Use social media in a business
SITXEBS003	Build and launch a small business website

Environmental Sustainability

BSBSUS401	Implement and monitor environmentally sustainable work practices

Finance

BSBFIA401	Prepare financial reports
SITXFIN001	Process financial transactions
SITXFIN003	Manage finances within a budget

First Aid

HLTAID003   Provide first aid

HLTAID005   Provide first aid in remote situations

Food Safety

SITXFSA001   Use hygienic practices for food safety

Languages other than English

SITXLAN003   Conduct oral communication in a language other than
                 English

SITXLAN004   Conduct complex oral communication in a language
                 other than English

SITXLAN005   Read and write information in a language other than
                 English

Marketing and Public Relations

BSBMKG401   Profile the market

BSBMKG412   Conduct e-marketing communications

BSBREL401   Establish networks

SITXMPR001   Coordinate production of brochures and marketing
                 materials

SITXMPR002   Create a promotional display or stand

SITXMPR003   Plan and implement sales activities

SITXMPR004   Coordinate marketing activities

SITXMPR005   Participate in cooperative online marketing initiatives

Service Skills Australia

Planning and Product Development

SITTPPD001   Package tourism products

SITTPPD002   Develop interpretive activities

SITTPPD003   Coordinate and operate sustainable tourism activities

SITTPPD004   Develop in-house recreational activities

Supervision

SITXHRM002   Roster staff

SITXHRM003   Lead and manage people

SITXMGT001   Monitor work operations

Work Health and Safety

SITXWHS002   Identify hazards, assess and control safety risks

Qualification Mapping Information

No equivalent qualification.

Links

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