



Australian Government

Department of Education, Employment and Workplace Relations

SIT20107 Certificate II in Tourism

Revision Number: 1

SIT20107 Certificate II in Tourism

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a defined range of basic tourism technical skills.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of individuals who perform a range of mainly routine tasks, using limited practical skills and fundamental operational knowledge in a defined context.

They work under direct supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

Individuals with this qualification are able to work in many tourism industry sectors and enterprise types. This qualification is very flexible and is designed to meet a broad range of basic tourism industry needs. It recognises the diversity of tourism operations and the increasing industry trend for operators to provide specialised tourism products. The types of enterprise to which this qualification may apply include retail travel agencies of any sort, tour wholesalers, tour operators of any sort (e.g. coach, camping, cruise boat, four-wheel drive or walking), attractions, cultural and heritage sites and any small tourism business requiring multi-skilled employees.

In some sectors of the industry there are no job outcomes at Certificate II level. Specialist Certificate III qualifications should be selected for the appropriate job outcome, e.g. guiding, travel consultancy or tour coordination.

Possible job titles include:

- office assistant for a small tour operator
- documentation clerk for a tour wholesaler
- receptionist and office assistant in a professional conference organiser
- receptionist and office assistant in a retail travel agency
- retail sales assistant in an attraction
- museum attendant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT20107 Certificate II in Tourism

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues, supervisors and suppliers or agents to assist with the coordination of customer's tourism experience; interpreting verbal and written information on tourism product conditions and customer requirements; providing clear and accurate verbal and written information to customers and suppliers or agents in a culturally appropriate manner to ensure a positive tourism experience.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing the needs of the tourism customer; supporting other team members to coordinate tourism sales and operational activities to achieve quality service delivery of the tourism product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving	Thinking about problems that relate to own role in tourism sales and operational activities; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers or agents in solving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with tourism products.
Initiative and enterprise	Identifying and discussing better ways to coordinate tourism sales and operational activities and to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising customer, product and supplier or agent information to allow for efficient coordination of tourism sales and operational activities; using appropriate predetermined policies and procedures to guide tourism selling and operational activities.

Employability skill	Industry/enterprise requirements for this qualification include:
Self-management	Understanding and complying with the legal responsibilities that apply to own role in servicing the tourism customer; knowing own job role and responsibilities in tourism sales and operational activities; seeking feedback and guidance from supervisors on success in coordinating tourism activities.
Learning	Knowing the structure of, networks within and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and suppliers or agents.
Technology	Understanding the operating capability of, selecting and using computer systems and software that assist in tourism sales and operational activities; correctly using equipment to ensure personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate II in Tourism, 11 units must be completed:

- all 4 core units
- 7 elective units:
 - a minimum of 3 elective units must be selected from the list below
 - the remaining 4 elective units may be selected from this or another endorsed Training Package or accredited course
 - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITTIND001B	Develop and update tourism industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures

ELECTIVE UNITS

Accommodation Services

SITHACS006B	Clean premises and equipment
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Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information

Client and Customer Service

SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures

Communication and Teamwork

SITXCOM004A	Communicate on the telephone
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Computer Operations and ICT Management

BSBITU301A	Create and use databases
BSBITU102A	Develop keyboard skills
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU202A	Create and use spreadsheets

Environmental Sustainability

SITXENV001A	Participate in environmentally sustainable work practices
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Events

SITXEVT003B	Process and monitor event registrations
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Finance

SITXFIN001A	Process financial transactions
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First Aid

HLTFA301B	Apply first aid
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Food and Beverage

SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB222A	Conduct a product tasting for alcoholic beverages

Guiding

SITTGDE008A	Research and share general information on Australian Indigenous cultures
SITTGDE009A	Interpret aspects of local Australian Indigenous culture

Inventory

SITXINV001A	Receive and store stock
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Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English

Occupational Health and Safety

SITXOHS002A	Follow workplace hygiene procedures
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Risk Management and Security	
SIRXRSK001A	Minimise theft
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Tour Operations	
SITTTOP002A	Load touring equipment and conduct pre-departure checks
TLIC107C	Drive vehicle
Tourism Sales and Operations	
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL007B	Receive and process reservations
SITTTSL009B	Process travel-related documentation
Venue and Facility Operations	
SITTVAF002A	Provide a briefing or scripted commentary
SITTVAF004A	Load and unload a ride

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Office assistant for a small tour operator

BSBITU102A Develop keyboard skills
BSBWOR204A Use business technology
BSBITU201A Produce simple word processed documents
SITTTSL007B Receive and process reservations
SITTTSL009B Process travel-related documentation
SITXADM001A Perform office procedures
SITXCOM004A Communicate on the telephone

Retail sales assistant in an attraction

SIRXCCS001A Apply point-of-sale handling procedures
SIRXRSK001A Minimise theft
SIRXSLS001A Sell products and services
SIRXSLS002A Advise on products and services
SITHFAB010C Prepare and serve non-alcoholic beverages
SITXCCS001B Provide visitor information
SITXLAN1__A Conduct basic workplace oral communication in a language other than English

Museum attendant

CULMS201B Develop and apply knowledge of the museum industry
CULMS205B Observe and report basic condition of collection
CULMS207B Assist with the presentation of public activities and events
SIRXCCS001A Apply point-of-sale handling procedures
SIRXSLS001A Sell products and services
SITTVAF002A Provide a briefing or scripted commentary
SITXCCS001B Provide visitor information