



Australian Government

Department of Education, Employment and Workplace Relations

SIT30107 Certificate III in Tourism

Revision Number: 1

SIT30107 Certificate III in Tourism

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales, operational and tour delivery 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 skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in multiple tourism industry sectors and enterprise types. This qualification is very flexible and is designed to meet a broad range of 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 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.

Possible job titles include:

- guide and salesperson in an Indigenous cultural centre
- cellar door salesperson and guide in a winery
- attendant and guide in a museum
- attendant in an attraction or theme park
- senior ride operator in an attraction or theme park
- operations consultant for a tour operator
- reservation sales agent for a tour operator.

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

SIT30107 Certificate III 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, other tourism suppliers and agents to plan and deliver the customer's tourism experience; understanding verbal and written information on tourism products to be delivered; determining and interpreting customer requirements; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers, suppliers and agents in a culturally appropriate manner to ensure a positive tourism experience. |
| Teamwork | Working as a team member, giving and receiving instructions and understanding own lead role in servicing the needs of the tourism customer; supporting other team members in their role in providing quality tourism service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers. |
| Problem solving | Anticipating problems that may arise with tourism product delivery; mitigating problems by operational planning of all tourism product delivery details; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers or agents in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or operational problems associated with delivering the tourism product. |
| Initiative and enterprise | Showing independence and initiative required to take a lead role in delivering tourism products that meet or exceed customer expectations; identifying and discussing a range of tourism product and service concepts to improve existing product and service delivery. |
| Planning and organising | Collecting, analysing and organising customer, product |

| Employability skill | Industry/enterprise requirements for this qualification include: |
|----------------------------|--|
| | and supplier or agent information to allow for efficient planning and delivery of tourism products and services; setting timelines and organising own work flow to coordinate the delivery of tourism experiences; using appropriate predetermined policies and procedures to guide the planning and delivery of tourism products. |
| 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 planning and delivering the tourism product; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively planning and delivering 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 activities and information for customers. |
| Technology | Understanding the operating capability of, selecting and using technologies that assist in planning and delivering tourism products such as computer systems and software, microphones, vehicles, navigation equipment, and recreational and entertainment equipment; 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 III in Tourism, 15 units must be completed:

- all 5 core units
- 10 elective units:
 - a minimum of 6 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 |
| SITXCCS001B | Provide visitor information |
| 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 |
|-------------|------------------------------|

Administration

| | |
|-------------|--|
| SITXADM001A | Perform office procedures |
| SITXADM002A | Source and present information |
| BSBRES401A | Analyse and present research information |

Client and Customer Service

| | |
|-------------|---|
| SIRXCCS001A | Apply point-of-sale handling procedures |
|-------------|---|

Communication and Teamwork

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|-------------|-------------------------------|
| SITXCOM003A | Deal with conflict situations |
| SITXCOM004A | Communicate on the telephone |

Computer Operations and ICT Management

| | |
|------------|---|
| BSBITU309A | Produce desktop published documents |
| BSBITU301A | Create and use databases |
| BSBITU302A | Create electronic presentations |
| BSBITU102A | Develop keyboard skills |
| BSBWOR204A | Use business technology |
| BSBITU201A | Produce simple word processed documents |
| BSBITU306A | Design and produce business documents |
| BSBITU203A | Communicate electronically |

E-Business

| | |
|------------|--|
| BSBITU305A | Conduct online transactions |
| BSBEBU401A | Review and maintain a website |
| BSBCUS401A | Coordinate implementation of customer service strategies |

Environmental Sustainability

| | |
|-------------|--|
| SITXENV002A | Implement and monitor environmentally sustainable work practices |
|-------------|--|

Events

| | |
|-------------|---|
| SITXEVT001B | Develop and update event industry knowledge |
| SITXEVT002B | Provide event staging support |
| SITXEVT003B | Process and monitor event registrations |
| SITXEVT004B | Coordinate on-site event registrations |

Finance

| | |
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| SITXFIN001A | Process financial transactions |
| SITXFIN002A | Maintain financial records |
| BSBFIA303A | Process accounts payable and receivable |

First Aid

| | |
|-----------|---------------------------------------|
| HLTFA301B | Apply first aid |
| HLTFA302A | Provide first aid in remote situation |

Food and Beverage

| | |
|-------------|---|
| SITHFAB003A | Serve food and beverage to customers |
| SITHFAB004A | Provide food and beverage service |
| 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

| | |
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| SITTGDE001B | Work as a guide |
| SITTGDE002A | Provide arrival and departure assistance |
| SITTGDE004A | Lead tour groups |
| SITTGDE006A | Prepare and present tour commentaries or activities |
| SITTGDE007A | Develop and maintain the general and regional knowledge required by guides |
| SITTGDE008A | Research and share general information on Australian Indigenous cultures |
| SITTGDE009A | Interpret aspects of local Australian Indigenous culture |
| SITTGDE010A | Prepare specialised interpretive content on flora, fauna and landscape |
| SITTGDE011A | Prepare specialised interpretive content on marine environments |
| SITTGDE012A | Prepare specialised interpretive content on cultural and heritage environments |

Human Resource Management

| | |
|-------------|----------------------------|
| SITXHRM001A | Coach others in job skills |
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Inventory

| | |
|-------------|-------------------------|
| SITXINV001A | Receive and store stock |
| SITXINV002A | Control and order stock |

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 |
| SITXLAN3__A | Conduct workplace oral communication in a language other than English |
| SITXLAN5__A | Read and write workplace information in a language other than English |

Merchandising

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|-------------|----------------------|
| SIRXMER001A | Merchandise products |
|-------------|----------------------|

Occupational Health and Safety

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| SITXOHS002A | Follow workplace hygiene procedures |
| SITXOHS003B | Identify hazards, and assess and control safety risks |

Planning and Product Development

| | |
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| SITTPPD005A | Plan and develop interpretive activities |
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Risk Management and Security

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| CPPSEC2012A | Monitor and control individual and crowd behaviour |
| SIRXRSK001A | Minimise theft |
| SITXCCS305A | Provide lost and found facility |

Sales

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

Tour Operations

SITTTOP002A Load touring equipment and conduct pre-departure checks

SITTTOP003B Operate and maintain a 4WD tour vehicle

SITTTOP005A Provide camp site catering

TLIB307C Carry out vehicle servicing and maintenance

TLIC107C Drive vehicle

TLIC807C Drive coach/bus

Tourism Sales and Office 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 |
| SITTTSL005A | Sell tourism products and services |
| SITTTSL006B | Prepare quotations |
| SITTTSL007B | Receive and process reservations |
| SITTTSL008B | Book and coordinate supplier services |
| SITTTSL009B | Process travel-related documentation |
| SITTTSL010B | Control reservations or operations using a computerised system |
| SITTTSL011A | Maintain a product inventory |

Venue and Facility Operations

| | |
|-------------|---|
| SITTVAF002A | Provide a briefing or scripted commentary |
| SITTVAF003A | Operate a ride location |
| SITTVAF004A | Load and unload a ride |
| SITTVAF005B | Operate a games location |

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

Guide and salesperson in an Indigenous cultural centre

CUVPRP03A Develop and apply knowledge of Aboriginal or Torres Strait Islander cultural arts

SIRXCCS001A Apply point-of-sale handling procedures

SIRXRSK001A Minimise theft

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITTGDE001B Work as a guide

SITTGDE007A Develop and maintain the general and regional knowledge required by guides

SITTGDE008A Research and share general information on Australian Indigenous cultures

SITXADM001A Perform office procedures

SITXINV001A Receive and store stock

Cellar door sales person and guide in a winery

SITHFAB222A Conduct a product tasting for alcoholic beverages

SITXCCS001B Provide visitor information

SIRXCCS001A Apply point-of-sale handling procedures

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITTGDE001B Work as a guide

SITTGDE006A Prepare and present tour commentaries or activities

SITXINV001A Receive and store stock

Attendant and guide in a museum

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

CULMS412B Record and maintain collection information

SIRXCCS001A Apply point-of-sale handling procedures

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITTGDE001B Work as a guide

SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments

SITTVAF002A Provide a briefing or scripted commentary

Attendant in an attraction or theme park

HLTFA301B Apply first aid

SIRXCCS001A Apply point-of-sale handling procedures

SIRXSLS001A Sell products and services

SITHACS006B Clean premises and equipment

SITHFAB003A Serve food and beverage to customers

SITHFAB010C Prepare and serve non-alcoholic beverages

SITTVAF002A Provide a briefing or scripted commentary

SITTVAF003A Operate a ride location

SITTVAF004A Load and unload a ride

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

Reservation sales agent for a tour operator

BSBITU203A Communicate electronically

SITTTOP002A Load touring equipment and conduct pre-departure checks

SITTTSL001A Operate an online information system

SITTTSL002A Access and interpret product information

SITTTSL005A Sell tourism products and services

SITTTSL006B Prepare quotations

SITTTSL007B Receive and process reservations

SITTTSL009B Process travel-related documentation

SITTTSL010B Control reservations or operations using a computerised system

SITXADM001A Perform office procedures