



Australian Government

SIT20112 Certificate II in Tourism

Release 3

SIT20112 Certificate II in Tourism

Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

Version	Comments
1.2	Imported unit updated.
1.1	Updates to metadata.
1.0	E Replaces and is equivalent to SIT20107 Certificate II in Tourism. Intent of the qualification remains unchanged. Minor updates only.

Description

This qualification reflects the role of individuals who use a defined and limited range of operational skills. They are involved in mainly routine and repetitive tasks using practical skills and basic industry knowledge. They work under direct supervision.

Job roles

This qualification provides a pathway to work in many tourism and travel industry sectors and for a diversity of employers including retail travel agencies, tour wholesalers, tour operators, attractions, cultural and heritage sites and any small tourism business requiring multi-skilled employees.

Work could be undertaken in an office environment where the planning of tourism and travel products and services takes place, in the field where products are delivered or a combination of both.

Possible job titles include:

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

Pathways Information

This qualification is suitable for VET in Schools (VETiS) delivery and for an Australian Apprenticeship pathway.

Pathways into the qualification

Individuals may enter this qualification with limited or no vocational experience and without a relevant lower level qualification.

Pathways from the qualification

After achieving SIT20112 Certificate II in Tourism, individuals may progress to Certificate III qualifications in a range of industries.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	Interacting with customers in a polite and friendly manner, asking questions and actively listening to customers to determine their needs; providing clear and accurate information to customers and colleagues to ensure a positive tourism experience; interpreting verbal and written information on tourism products, services and operational procedures; discussing operational and service difficulties with colleagues and supervisors.
Initiative and enterprise	Identifying and discussing with supervisors better ways to organise tourism sales, operational and service activities; seeking information on new technologies and suggesting their use to supervisors, providing suggestions for better customer service provision.
Learning	Participating in activities to learn new things about the tourism industry, new operational tasks and better ways of providing tourism service; seeking and sharing information with colleagues on new tourism products and services.
Planning and organising	Collecting and organising customer, product and procedural information to efficiently coordinate tourism sales, operational and service activities; planning operational and daily activities to ensure a smooth workflow which delivers a positive service outcome for tourism customers.
Problem-solving	Thinking about problems that relate to own role in tourism sales, operational and service activities; avoiding deadline problems by planning own day-to-day operational activities; identifying and resolving routine customer or operational problems using predetermined policies and procedures to guide solutions; clarifying the extent of problems and requesting assistance from team members and supervisors to solve operational and service issues.
Self-management	Following policies and procedures for legal compliance; taking responsibility for servicing the tourism customer and knowing when to refer difficulties to supervisors; seeking feedback and guidance from supervisors on success in tourism, sales operational and service activities.
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 social and cultural diversity of team members and seeking their assistance to service the culturally

	diverse needs of tourism customers.
Technology	Understanding the operating capability of, selecting and using tools, equipment, computer systems, software and information systems that assist in tourism sales, operational and service activities; correctly using equipment to manage personal safety in the workplace.

Packaging Rules

11 units must be completed:

- 4 core units
- 7 elective units, consisting of:
 - 3 units from the list below
 - 4 units from the list below, elsewhere in SIT12 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

SITTIND201 Source and use information on the tourism and travel industry

SITXCCS202 Interact with customers

SITXCOM201 Show social and cultural sensitivity

SITXWHS101 Participate in safe work practices

Elective units

Accommodation Services

SITHACS101 Clean premises and equipment

Client and Customer Service

SITXCCS101 Provide information and assistance

SITXCCS201 Provide visitor information

Cultural Services

CULCNM201A Monitor collections for changes in condition

CULEVP201A Assist with the presentation of public activities and events

CULMS201C Develop and apply knowledge of the museum industry

Communication and Teamwork

BSBCM201A Communicate in the workplace

BSBWOR203B Work effectively with others

SITXCOM101 Source and present information

SITXCOM202 Provide a briefing or scripted commentary

Computer Operations and ICT Management

BSBITU201A Produce simple word processed documents

BSBITU202A Create and use spreadsheets

BSBITU301A Create and use databases

BSBITU307A Develop keyboarding speed and accuracy

BSBWOR204A Use business technology

Environmental Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Finance

SITXFIN201 Process financial transactions

First Aid

HLTAID003 Provide first aid

Food and Beverage

SITHFAB201 Provide responsible service of alcohol

SITHFAB203 Prepare and serve non-alcoholic beverages ^

SITHFAB204 Prepare and serve espresso coffee ^

^ Prerequisite is SITXFSA101 Use hygienic practices for food safety

Food Safety

SITXFSA101 Use hygienic practices for food safety

Guiding

SITTGDE101 Interpret aspects of local Australian Indigenous culture

Inventory

SITXINV201 Receive and store stock

Languages other than English

SITXLAN21__ Conduct basic oral communication in a language other than English

SITXLAN22__ Conduct routine oral communication in a language other than English

Risk Management and Security

SIRXRSK201 Minimise loss

Sales

SIRXSLS201 Sell products and services

SIRXSLS002A Advise on products and services

Tour Operations

TLIC1051A Operate a commercial vehicle

Tourism Sales and Operations

SITTTSL201 Operate an online information system

SITTTSL202 Access and interpret product information

Venue and Facility Operations

SITTVAF201 Load and unload a ride

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

Museum attendant

CULCNM201A Monitor collections for changes in condition

CULEVP201A Assist with the presentation of public activities and events

CULMS201C Develop and apply knowledge of the museum industry

SIRXSLS201 Sell products and services

SITXCCS201 Provide visitor information

SITXCOM202 Provide a briefing or scripted commentary

SITXFIN201 Process financial transactions

Office assistant for a small tour operator

BSBITU201A Produce simple word processed documents

BSBITU202A Create and use spreadsheets

BSBITU307A Develop keyboarding speed and accuracy

BSBWOR204A Use business technology

SITTTSL201 Operate an online information system

SITTTSL202 Access and interpret product information

SITTTSL307 Process travel-related documentation

Retail sales assistant in an attraction

SIRXRSK201 Minimise loss

SIRXSLS201 Sell products and services

SIRXSLS002A Advise on products and services

SITHFAB203 Prepare and serve non-alcoholic beverages

SITXCCS201 Provide visitor information

SITXFIN201 Process financial transactions

SITXLAN21__ Conduct basic oral communication in a language other than English