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.

<table>
<thead>
<tr>
<th>Version</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2</td>
<td>Imported unit updated.</td>
</tr>
<tr>
<td>1.1</td>
<td>Updates to metadata.</td>
</tr>
<tr>
<td>1.0</td>
<td>E&lt;br&gt;Replaces and is equivalent to SIT20107 Certificate II in Tourism. Intent of the qualification remains unchanged. Minor updates only.</td>
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</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
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<tbody>
<tr>
<td>Communication</td>
<td>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.</td>
</tr>
<tr>
<td>Initiative and enterprise</td>
<td>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.</td>
</tr>
<tr>
<td>Learning</td>
<td>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.</td>
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<tr>
<td>Planning and organising</td>
<td>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.</td>
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<tr>
<td>Problem-solving</td>
<td>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.</td>
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<tr>
<td>Self-management</td>
<td>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.</td>
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</tbody>
</table>
| 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
| 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. |

|        | diverse needs of tourism customers. |
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
SITITIND201 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
BSBCMM201A 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**
SITTTSLS201 Operate an online information system
SITTTSLS202 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
SITTTSLS201 Operate an online information system
SITTTSLS202 Access and interpret product information
SITTTSLS307 Process travel-related documentation

**Retail sales assistant in an attraction**
SIRXRSK201 Minimise loss
SIRXSL201 Sell products and services
SIRXSL002A 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