



Australian Government

SIT30112 Certificate III in Tourism

Release 3

SIT30112 Certificate III 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 units updated.
1.1	Updates to metadata.
1.0	E Overall intent of the qualification remains unchanged. Covers the outcomes of previous qualification SIT30407 Certificate III in Tourism (Visitor Information Services). Note the Visitor Information Services outcome was always possible in the previous version of this qualification. Some changes to packaging rules to ensure tourism specific outcomes. Slightly more flexible with core units reduced by 1 and electives increased by 1.

Description

This qualification reflects the role of individuals who use a range of well-developed tourism service, sales or operational skills. They use discretion and judgement and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.

Job roles

This qualification provides a pathway to work in many tourism industry sectors and for a diversity of employers including tour operators, inbound tour operators, visitor information centres, 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 products and services takes place, in the field where tourism products are delivered or a combination of both.

Possible job titles include:

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

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Pathways into the qualification

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

Pathways from the qualification

After achieving SIT30112 Certificate III in Tourism, individuals could progress to SIT40212 Certificate IV in Travel and Tourism, or to Certificate IV qualifications in any service industry field.

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	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements and tourism products and services to ensure efficient service delivery; determining and interpreting customer preferences to sell proactively and persuasively; negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers in a culturally appropriate way to ensure a positive tourism experience.
Initiative and enterprise	Identifying and suggesting ways to improve sales, operational and service efficiency; generating and suggesting ideas for new or improved products.
Learning	Knowing own product knowledge and service skill strengths and weaknesses, being aware of opportunities to learn and participating in tourism industry professional development activities; seeking and sharing information with colleagues on new tourism trends, products, services and suppliers; coaching others in job skills.
Planning and organising	Collecting, analysing and organising customer and product information to plan for and deliver a positive service outcome for tourism customers; collecting and analysing information to meet the specific needs of the customer group; setting timelines, planning and organising own work flow to efficiently coordinate tourism sales, operational and service activities within deadlines; using predetermined policies and procedures to guide the planning and delivery of tourism products.
Problem-solving	Anticipating problems that may arise with sales, operational and service activities; mitigating problems by planning sales, operational and service activities; identifying and clarifying the extent of problems; taking responsibility for solving sales, operational and service issues; referring high-level problems to supervisors and participating in the solution; using discretion and judgement as well as predetermined policies and procedures to guide solutions to operational and service problems.
Self-management	Understanding and following policies and procedures for legal compliance; organising own work priorities to sell, plan or deliver tourism products and services; taking responsibility for own job role in servicing the tourism customer and for resolving service difficulties; thinking about own work performance and seeking feedback and guidance on success in effectively servicing the needs

	of customers.
Teamwork	Working as a skilled team member to deliver the quality service goals of the tourism business; taking responsibility for own role in servicing the needs of customers; working collaboratively as a team member by giving and receiving instructions and providing feedback and assistance to other team members; providing guidance and instruction to assistant or trainee team members; showing social and cultural sensitivity to team members.
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 manage personal safety in the workplace.

Packaging Rules

15 units must be completed:

- 4 core units
- 11 elective units, consisting of:
 - 3 units from Group A
 - 4 units from Group A or Group B
 - 4 additional units from Group A, Group B, 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

SITXCCS303 Provide service to customers

SITXCOM201 Show social and cultural sensitivity

SITXWHS101 Participate in safe work practices

Elective units

Group A

Communication and Teamwork

SITXCOM202 Provide a briefing or scripted commentary

Guiding

SITTGDE101 Interpret aspects of local Australian Indigenous culture

SITTGDE302 Provide arrival and departure assistance

SITTGDE303 Lead tour groups

SITTGDE304 Prepare and present tour commentaries or activities

SITTGDE305 Develop and maintain the general and regional knowledge required by guides

SITTGDE306 Research and share general information on Australian Indigenous cultures

SITTGDE307 Prepare specialised interpretive content on flora, fauna and landscape

SITTGDE308 Prepare specialised interpretive content on marine environments

SITTGDE309 Prepare specialised interpretive content on cultural and heritage environments

Tour Operations

SITTTOP301 Load touring equipment

SITTTOP302 Provide outdoor catering

TLIB2003A Carry out vehicle servicing and maintenance

TLIC1051A Operate a commercial vehicle

TLIC2025A Operate a four wheel drive vehicle

TLIC3042A Operate coach/bus

Tourism Sales and Office Operations

SITTTSL201 Operate an online information system

SITTTSL202 Access and interpret product information

SITTTSL302 Provide advice on Australian destinations

SITTTSL303 Sell tourism products and services

SITTTSL304 Prepare quotations

SITTTSL305 Process reservations

SITTTSL306 Book supplier services
SITTTSL307 Process travel-related documentation
SITTTSL308 Use a computerised reservations or operations system

Venue and Facility Operations

SITTVAF201 Load and unload a ride
SITTVAF301 Operate a ride location
SITTVAF302 Operate a games location

Group B

Accommodation Services

SITHACS101 Clean premises and equipment
SITHACS303 Provide accommodation reception services

Client and Customer Service

SITXCCS101 Provide information and assistance
SITXCCS201 Provide visitor information
SITXCCS301 Provide lost and found services

Communication and Teamwork

BSBMM201A Communicate in the workplace

Computer Operations and ICT Management

BSBITU301A Create and use databases
BSBITU302B Create electronic presentations
BSBITU306A Design and produce business documents
BSBITU309A Produce desktop published documents

Crisis Management

SITXCRI401 Respond to a customer in crisis

E-Business

BSBEBU401A Review and maintain a website
BSBITU305A Conduct online transactions

Environmental Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Events

SITXEVT302 Process and monitor event registrations
SITXEVT303 Coordinate on-site event registrations
SITXEVT304 Provide event staging support

Finance

BSBFIA301A Maintain financial records
BSBFIA303A Process accounts payable and receivable
SITXFIN201 Process financial transactions

First Aid

HLTAID003 Provide first aid
HLTAID005 Provide first aid in remote situations

Food and Beverage

SITHFAB201 Provide responsible service of alcohol
SITHFAB203 Prepare and serve non-alcoholic beverages ^
SITHFAB204 Prepare and serve espresso coffee ^
SITHFAB206 Serve food and beverage ^
SITHFAB302 Conduct a product tasting for alcoholic beverages *
SITHFAB307 Provide table service of food and beverage ^*

SITHFAB309 Provide advice on food

^ Prerequisite is SITXFSA101 Use hygienic practices for food safety

* Prerequisite is SITHFAB201 Provide responsible service of alcohol

Food Safety

SITXFSA101 Use hygienic practices for food safety

Human Resource Management

SITXHRM301 Coach others in job skills

Inventory

SITXINV201 Receive and store stock

SITXINV301 Purchase goods

SITXINV401 Control stock

Languages other than English

SITXLAN31__ Conduct oral communication in a language other than English

SITXLAN33__ Read and write information in a language other than English

Merchandising

SIRXMER201 Merchandise products

Quality and Innovation

BSBCRT101A Apply critical thinking techniques

BSBINN201A Contribute to workplace innovation

BSBINN301A Promote innovation in a team environment

Risk Management and Security

CPPSEC2012A Monitor and control individual and crowd behaviour

SIRXRSK201 Minimise loss

Sales

SIRXSLS201 Sell products and services

SIRXSLS002A Advise on products and services

Work Health and Safety

SITXWHS301 Identify hazards, assess and control safety risks

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

Attraction attendant

BSBSUS201A Participate in environmentally sustainable work practices

HLTAID003 Provide first aid

SIRXSLS201 Sell products and services

SITHFAB203 Prepare and serve non-alcoholic beverages

SITHFAB206 Serve food and beverage

SITTVAF201 Load and unload a ride

SITTVAF301 Operate a ride location

SITXCOM202 Provide a briefing or scripted commentary

SITXFIN201 Process financial transactions

SITXLAN21__ Conduct basic oral communication in a language other than English

SITXWHS301 Identify hazards, assess and control safety risks

Cellar door sales person and guide in a winery

SIRXSLS201 Sell products and services

SIRXSLS002A Advise on products and services

SITHFAB201 Provide responsible service of alcohol
SITHFAB302 Conduct a product tasting for alcoholic beverages
SITHFAB307 Provide table service of food and beverage
SITTGDE303 Lead tour groups
SITTGDE304 Prepare and present tour commentaries or activities
SITTGDE305 Develop and maintain the general and regional knowledge required by guides
SITXCCS201 Provide visitor information
SITXFIN201 Process financial transactions
SITXLAN31__ Conduct oral communication in a language other than English

Inbound tour coordinator

BSBITU306A Design and produce business documents
BSBSUS201A Participate in environmentally sustainable work practices
SITTTSL201 Operate an online information system
SITTTSL202 Access and interpret product information
SITTTSL302 Provide advice on Australian destinations
SITTTSL303 Sell tourism products and services
SITTTSL304 Prepare quotations
SITTTSL305 Process reservations
SITTTSL306 Book supplier services
SITTTSL307 Process travel-related documentation
SITTTSL308 Use a computerised reservations or operations system

Reservation sales agent for a tour operator

BSBITU301A Create and use databases
BSBITU305A Conduct online transactions
BSBITU306A Design and produce business documents
SITTTSL201 Operate an online information system
SITTTSL202 Access and interpret product information
SITTTSL303 Sell tourism products and services
SITTTSL304 Prepare quotations
SITTTSL305 Process reservations
SITTTSL307 Process travel-related documentation
SITTTSL308 Use a computerised reservations or operations system
SITXCRI401 Respond to a customer in crisis

Visitor information officer

BSBITU301A Create and use databases
BSBITU306A Design and produce business documents
BSBSUS201A Participate in environmentally sustainable work practices
SIRXSLS201 Sell products and services
SITTTSL201 Operate an online information system
SITTTSL202 Access and interpret product information
SITTTSL302 Provide advice on Australian destinations
SITTTSL303 Sell tourism products and services
SITTTSL306 Book supplier services
SITTTSL307 Process travel-related documentation
SITXCCS201 Provide visitor information

