



**Australian Government**

# **SIT31312 Certificate III in Travel**

**Release 3**

## SIT31312 Certificate III in Travel

### Modification History

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

Version	Comments
2.0	SITTTSL314 Provide specialist advice on cruises added to the Elective group.
1.1	Updates to metadata.
1.0	<p>E</p> <p>Replaces and is equivalent to SIT30212 Certificate III in Travel.</p> <p>Overall intent of the qualification remains unchanged, though qualification is now broader, covering outcomes for: retail travel, outbound wholesalers.</p> <p>SIT30212 Certificate III in Travel merged with SIT30307 Certificate III in Tourism (Tour Wholesaling).</p> <p>Numeric identifier in code changed to differentiate from SIT07 Version 3 qualification.</p>

## Description

This qualification reflects the role of individuals who use a range of well-developed retail travel or outbound wholesale sales and 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 the retail travel or outbound wholesale sector for employers that cover or specialise in leisure, corporate, domestic or international sales.

Work could be undertaken in an office, retail shopfront or mobile environment.

Possible job titles include:

- call centre sales agent
- corporate consultant
- cruise consultant
- domestic travel consultant
- incentive coordinator
- international travel consultant
- leisure consultant
- mobile travel consultant
- online consultant
- operations consultant
- reservations sales agent
- wholesale consultant.

## 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 SIT31312 Certificate III in Travel, individuals could progress to higher level qualifications in Travel and Tourism.

## 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, customers and travel product suppliers to plan the customer's travel itinerary; interpreting verbal and written information on travel product conditions; 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 service experience.
Initiative and enterprise	Identifying and suggesting ways to improve sales, operational and service efficiency; generating and suggesting ideas for new or improved product and service options for the travel business.
Learning	Knowing own product knowledge, sales and service skill strengths and weaknesses, being aware of opportunities to learn and participating in travel industry professional development activities; seeking and sharing information with colleagues on new travel and tourism trends, products, services and suppliers; coaching others in job skills.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for effective selling and efficient coordination of travel product bookings; collecting and analysing information to meet the specific needs of the customer group; setting timelines, planning and organising own work flow to efficiently coordinate travel sales and operational activities within deadlines; using predetermined policies and procedures to guide the selling and booking processes.
Problem-solving	Anticipating problems that may arise with the customer's travel arrangements; mitigating problems by planning and booking appropriate travel itineraries that adhere to supplier conditions and customer requests; identifying and clarifying the extent of problems; taking responsibility for solving sales, operational or customer 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 and coordinate bookings for travel products; taking responsibility for own job role in servicing the customer and for resolving service difficulties; thinking about own work performance and seeking feedback and guidance on success in effectively servicing the needs of travel

	customers.
Teamwork	Working as a skilled team member to deliver the quality service goals of the travel 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 computer systems, software and information systems that assist in selling and coordinating bookings for travel products; correctly using equipment to manage personal safety in the workplace.

## Packaging Rules

17 units must be completed:

- 14 core units
- 3 elective units, consisting of:
  - 1 unit from the list below
  - 2 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

SITTTSL202 Access and interpret product information

SITTTSL301 Provide advice on international destinations

SITTTSL302 Provide advice on Australian destinations

SITTTSL303 Sell tourism products and services

SITTTSL304 Prepare quotations

SITTTSL306 Book supplier services

SITTTSL307 Process travel-related documentation

SITTTSL308 Use a computerised reservations or operations system

SITTTSL310 Construct normal international airfares

SITTTSL311 Construct promotional international airfares

SITXCCS303 Provide service to customers

SITXCOM201 Show social and cultural sensitivity

SITXWHS101 Participate in safe work practices

### Elective units

#### Communication and Teamwork

BSBCMM201A Communicate in the workplace

BSBCMM401A Make a presentation

BSBREL402A Build client relationships and business networks

#### Computer Operations and ICT Management

BSBITA401A Design databases

BSBITU301A Create and use databases

BSBITU302B Create electronic presentations

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

BSBWOR204A Use business technology

#### E-Business

BSBEBU401A Review and maintain a website

BSBITU305A Conduct online transactions

#### Environmental Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

#### Finance

BSBFIA301A Maintain financial records

BSBFIA303A Process accounts payable and receivable

SITXFIN201 Process financial transactions

### **Human Resource Management**

SITXHRM301 Coach others in job skills

### **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

### **Quality and Innovation**

BSBINN201A Contribute to workplace innovation

BSBINN301A Promote innovation in a team environment

### **Tourism Sales and Operations**

SITTTSL305 Process reservations

SITTTSL309 Source airfares for domestic flights

SITTTSL312 Construct advanced international airfares ^

SITTTSL313 Administer billing and settlement plan

SITTTSL314 Provide specialist advice on cruises

^ Prerequisite is SITTTSL310 Construct normal international airfares

### **Work Health and Safety**

SITXWHS301 Identify hazards, and assess and control safety risks

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

### **International travel consultant – corporate, leisure mobile or online**

BSBITU305A Conduct online transactions

BSBREL402A Build client relationships and business networks

SITTTSL312 Construct advanced international airfares

### **Reservations sales agent**

BSBFIA301A Maintain financial records

SITTTSL305 Process reservations

SITTTSL309 Source airfares for domestic flights