



**Australian Government**

# **SIT50112 Diploma of Travel and Tourism**

**Release 3**

## SIT50112 Diploma of Travel and 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. Editorial corrections to the Modification History and Mapping notes. BSBFRA402B Establish a franchise added to the Elective group.
1.1	Editorial correction to Modification history. Updates to metadata.
1.0	E Replaces and is equivalent to SIT50107 Diploma of Tourism. Intent of the qualification remains unchanged. Title of qualification updated to include travel. Significant changes to packaging because this is now a discrete management qualification with an entry requirement comprising the operational skills that underpin work at this level. The entry requirement includes industry knowledge, customer service and sales or operational skills. Entry requirement can be met through workplace experience or through formal study.

## Description

This qualification reflects the role of individuals who use sound knowledge of industry operations and a broad range of managerial skills to coordinate tourism and travel operations or marketing and product development activities. They operate independently, have responsibility for others and make a range of operational business decisions.

### Job roles

This qualification provides a pathway to work in any sector of the tourism and travel industry as a departmental or small business manager. This qualification allows for multiskilling and for specialisation in either operations management or marketing and product development.

Possible job titles include:

- manager:
  - inbound groups
  - inbound sales
  - incentives
  - tour operations
  - marketing
  - operations
  - product
  - reservations
  - retail travel agency
  - sales
  - visitor information.

## Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

### *Pathways into the qualification*

It is strongly recommended that individuals entering this qualification hold SIT30112 Certificate III in Tourism, SIT31312 Certificate III in Travel or SIT30612 Certificate III in Events.

### *Pathways from the qualification*

After achieving this qualification, individuals may engage in further learning in vocational or higher education through Advanced Diploma and Degree qualifications in Tourism, Travel and other Business disciplines.

## Licensing/Regulatory Information

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

## Entry Requirements

Entry to this qualification is open to individuals who are able to demonstrate tourism and travel industry knowledge, customer service and operational skills. The individual must either:

- 1) Be formally assessed through a training program or recognition process, against one of the unit clusters below.

OR

- 2) Have relevant tourism and travel industry employment experience. A job that has involved the application of skills described in one of the unit clusters would be a satisfactory indicator for entry. A determination need not involve a formal process of measuring, evaluating or recording performance against the units of competency.

The unit clusters for different pathways are as follows:

### Events pathway

SITTIND201 Source and use information on the tourism and travel industry  
SITTTSL202 Access and interpret product information  
SITTTSL306 Book supplier services  
SITTTSL308 Use a computerised reservations or operations system  
SITXCCS401 Enhance the customer service experience  
SITXCOM201 Show social and cultural sensitivity  
SITXEVT301 Access information on event operations

### Guiding pathway

SITTGDE301 Work as a guide  
SITTGDE303 Lead tour groups  
SITTGDE304 Prepare and present tour commentaries or activities  
SITTGDE305 Develop and maintain the general and regional knowledge required by guides  
SITTIND201 Source and use information on the tourism and travel industry  
SITXCCS401 Enhance the customer service experience  
SITXCOM201 Show social and cultural sensitivity  
SITXWHS301 Identify hazards, assess and control safety risks

### Inbound tour wholesaling pathway

SITTIND201 Source and use information on the tourism and travel industry  
SITTTSL202 Access and interpret product information  
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

SITXCCS401 Enhance the customer service experience  
SITXCOM201 Show social and cultural sensitivity

**Retail travel and outbound wholesaling pathway**

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  
SITXCCS401 Enhance the customer service experience  
SITXCOM201 Show social and cultural sensitivity

**Tourism operations (office-based pathway)**

SITTIND201 Source and use information on the tourism and travel industry  
SITTTSL201 Operate an online information system  
SITTTSL202 Access and interpret product information  
SITTTSL306 Book supplier services  
SITTTSL307 Process travel-related documentation  
SITTTSL308 Use a computerised reservations or operations system  
SITXCCS401 Enhance the customer service experience  
SITXCOM201 Show social and cultural sensitivity

**Visitor information services pathway**

SITTIND201 Source and use information on the tourism and travel industry  
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  
SITXCCS401 Enhance the customer service experience  
SITXCOM201 Show social and cultural sensitivity

## Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	Consulting with team members and customers to elicit feedback and ideas on operational and service issues; explaining the organisation's plans, policies and procedures to team members; communicating work team goals; consulting with team members about workplace practices; discussing supply options and negotiating purchases with suppliers; writing clear and concise operational procedures and reports.
Initiative and enterprise	Generating ideas to improve products, services, operational practices and efficiency; assessing options and suggesting a range of new products and services; monitoring and evaluating financial performance of the department or business and developing ideas for improvement; engaging team members in discussions and encouraging innovative ideas.
Learning	Developing and maintaining knowledge required to make a range of operational decisions for the department or business; proactively maintaining and updating knowledge of travel and tourism industry practices, trends products, services and suppliers; taking responsibility for own professional development; implementing training practices for the department or business; supporting team members to learn.
Planning and organising	Planning and organising the operational activities of the travel or tourism department or business; determining deadlines and resource requirements for effective delivery of travel or tourism products and services; implementing and monitoring plans, policies, procedures and business practices; actively participating in continuous improvement processes for operational and service efficiency.
Problem-solving	Responding effectively to routine sales, operational and service issues requiring immediate resolution; considering systematic sales, operational or service failures and developing solutions; taking ultimate responsibility for resolving escalated customer service complaints and conflicts; evaluating staff feedback on sales, operational or service problems and implementing suggestions for improvement; monitoring and evaluating the effectiveness of solutions.
Self-management	Knowing the primary components of laws that specifically relate to the travel or tourism industry and implementing operational compliance practices; operating independently, reviewing own work performance and proactively seeking feedback and advice on management skills; taking responsibility for the operational management of the travel or tourism business across a range of

	activities including finances, human resources, customer service and workplace health and safety.
Teamwork	Using the social and cultural diversity of team members to advantage service delivery to diverse customers; planning work operations to take account of team member strengths; implementing work team goals and teamwork practices; providing training, coaching and advice for effective teamwork; seeking feedback from team members on operational practices, policies, procedures and service efficiency; motivating and leading supervisor teams.
Technology	Selecting and using technologies used in the travel or tourism industry to support operational management functions; understanding, assessing and providing feedback on the operating capacity of technologies required to manage the sales, operational and service activities of the travel or tourism business; implementing skill development activities required for new business technologies.

## Packaging Rules

17 units must be completed:

- 10 core units
- 7 elective units, consisting of:
  - 4 units from the list below
  - 3 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

BSBWRT401A Write complex documents

SITXCCS501 Manage quality customer service

SITXCOM401 Manage conflict

SITXFIN401 Interpret financial information

SITXFIN402 Manage finances within a budget

SITXFIN501 Prepare and monitor budgets

SITXHRM402 Lead and manage people

SITXMGT401 Monitor work operations

SITXMGT501 Establish and conduct business relationships

SITXWHS401 Implement and monitor work health and safety practices

### Elective units

#### Administration

BSBADM502B Manage meetings

SITXADM501 Prepare and present proposals

#### Communication and Teamwork

BSBCMM401A Make a presentation

SITXCOM301 Address protocol requirements

#### Computer Operations and ICT Management

SITXICT401 Build and launch a small business website

#### E-Business

BSBEBU501A Investigate and design ebusiness solutions

BSBEBU502A Implement ebusiness solutions

BSBMKG510B Plan e-marketing communications

#### Environmental Sustainability

BSBSUS301A Implement and monitor environmentally sustainable work practices

#### Finance

BSBFIA401A Prepare financial reports

BSBFIM502A Manage payroll

CUSFIM501A Secure funding for projects

CUVFIM401A Obtain revenue to support operations

FNSACC406A Set up and operate a computerised accounting system

#### Franchising

BSBFRA401B Manage compliance with franchisee obligations and legislative requirements

BSBFRA402B Establish a franchise

BSBFRA403B Manage relationship with franchisor

BSBFRA502B Manage a franchise operation

### **Governance and Legal Compliance**

SITXGLC501 Research and comply with regulatory requirements

### **Human Resource Management**

BSBHRM513A Manage workforce planning

SITXHRM401 Roster staff

SITXHRM501 Recruit, select and induct staff

SITXHRM502 Manage volunteers

SITXHRM503 Monitor staff performance

TAEDEL404A Mentor in the workplace

### **Languages other than English**

SITXLAN33\_\_ Read and write information in a language other than English

SITXLAN34\_\_ Read and write documents in a language other than English

### **Management and Leadership**

BSBMGT515A Manage operational plan

BSBR501B Manage risk

SITXMGT502 Manage projects

### **Marketing and Public Relations**

BSBMKG401B Profile the market

BSBMKG509A Implement and monitor direct marketing activities

SITXMPR401 Coordinate production of brochures and marketing materials

SITXMPR402 Create a promotional display or stand

SITXMPR403 Plan and implement sales activities

SITXMPR404 Coordinate marketing activities

SITXMPR405 Participate in cooperative online marketing initiatives

SITXMPR501 Obtain and manage sponsorship

SITXMPR502 Develop and implement marketing strategies

### **Planning and Product Development**

SITTPPD401 Package tourism products

SITTPPD402 Develop interpretive activities

SITTPPD403 Coordinate and operate sustainable tourism activities

SITTPPD501 Develop host community awareness of tourism

SITTPPD502 Assess tourism opportunities for local communities

SITTPPD503 Research and analyse tourism data

### **Quality and Innovation**

BSBCRT501A Originate and develop concepts

BSBINN501A Establish systems that support innovation

BSBINN502A Build and sustain an innovative work environment

BSBMGT516C Facilitate continuous improvement

### **Tourism Sales and Office Operations**

SITTTSL309 Source airfares for domestic flights

SITTTSL310 Construct normal international airfares

SITTTSL311 Construct promotional international airfares

SITTTSL312 Construct advanced international airfares ^

SITTTSL313 Administer billing and settlement plan

SITTTSL401 Maintain a product inventory

^ Prerequisite is SITTTSL310 Construct normal international airfares

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

**Operations manager for a small tour operator**

BSBADM502B Manage meetings

BSBRSK501B Manage risk

SITTTOP401 Allocate tour or activity resources

SITXGLC501 Research and comply with regulatory requirements

SITXHRM401 Roster staff

SITXHRM501 Recruit, select and induct staff

SITXHRM503 Monitor staff performance

**Product and marketing manager (tour wholesaler)**

BSBADM502B Manage meetings

BSBCMM401A Make a presentation

BSBEBU501A Investigate and design e business solutions

BSBMKG510B Plan e-marketing communications

SITXHRM501 Recruit, select and induct staff

SITXMGT502 Manage projects

SITXMPR401 Coordinate production of brochures and marketing materials

**Retail travel agency manager**

BSBEBU501A Investigate and design e business solutions

BSBEBU502A Implement e business solutions

BSBMKG510B Plan e-marketing communications

SITTTSL310 Construct normal international airfares

SITXGLC501 Research and comply with regulatory requirements

SITXHRM501 Recruit, select and induct staff

SITXHRM503 Monitor staff performance

**Visitor information centre manager**

BSBADM502B Manage meetings

SITTPPD501 Develop host community awareness of tourism

SITTPPD503 Research and analyse tourism data

SITXHRM501 Recruit, select and induct staff

SITXHRM503 Monitor staff performance

SITXMPR401 Coordinate production of brochures and marketing materials

SITXMPR404 Coordinate marketing activities