



Australian Government

SIT20122 Certificate II in Tourism

Release 1

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Modification History

Not applicable.

Qualification Description

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

This qualification provides a pathway to work in many tourism and travel industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, holiday parks and resorts, attractions, cultural and heritage sites, and any small tourism business.

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, in performing operational activities such as housekeeping, grounds maintenance and providing customer service, or a combination of these.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

11 units must be completed:

- 5 core units
- 6 elective units, consisting of:
 - 3 units from Group A
 - 3 units from the list below, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

Any combination of electives that meets the above rules can be selected for the award of the *Certificate II in Tourism*. Electives may be packaged to provide a qualification with a specialisation, as outlined below.

Packaging for specialisation:

For the award of the *Certificate II in Tourism (Holiday Parks and Resorts)*, the following packaging rules apply:

- 5 core units
- 6 elective units, consisting of:
 - 2 units from Group B, one of which must be *SITTIND004 Source and use information on the holiday park and resort industry*
 - 4 units from the list below, or any 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.

Note: Units marked with * have one or more prerequisites. Refer to individual units for details.

Core units

SITTIND003	Source and use information on the tourism and travel industry
SITXCCS009	Provide customer information and assistance
SITXCCS011	Interact with customers
SITXCOM007	Show social and cultural sensitivity
SITXWHS005	Participate in safe work practices

Elective units

Group A - Tourism

Client and Customer Service, and Sales

SIRXPDK001	Advise on products and services
SIRXSLS001	Sell to the retail customer
SITXCCS010	Provide visitor information

Creative Services

CUACNM211	Monitor collections for changes in condition
CUAEVP211	Assist with the staging of public activities or events

Tourism Delivery

SITTGDE013	Interpret aspects of local Australian Indigenous culture
SITTGDE015	Provide arrival and departure assistance
SITTVAF006	Load and unload a ride

SITTVAF007	Operate a ride location
SITXCOM008	Provide a briefing or scripted commentary
TLIC1051	Operate commercial vehicle

Tourism Sales and Operations

SITTTVL001	Access and interpret product information
SITTTVL006	Book tourism products and process documentation

Group B – Holiday Parks and Resorts

CPPCLO3100	Maintain cleaning storage areas
CPPCLO3101	Clean carpeted floors
CPPCLO3102	Clean hard floors
CPPCLO3103	Clean and maintain amenities
CPPCLO3105	Clean glass surfaces
CPPCLO3112	Clean walls, ceilings and fittings
RIISAM203E	Use hand and power tools
RIISAM204E	Operate small plant and equipment
SIFCBGM001	Provide general grounds care
SIFCBGM002	Maintain property and structures
SISCAQU001	Test pool water quality
SITHACS009	Clean premises and equipment
SITHACS010	Provide housekeeping services to guests
SITHACS011	Prepare rooms for guests
SITHACS016	Provide accommodation reception services
SITTIND004	Source and use information on the holiday park and resort industry

Group C – General electives**Administration**

BSBPEF202 Plan and apply time management

Communication and Teamwork

BSBCMM211 Apply communication skills

BSBTWK201 Work effectively with others

SITXCOM006 Source and present information

Computer Operations and ICT Management

BSBTEC201 Use business software applications

FSKDIG001 Use digital technology for short and basic workplace tasks

Customer Service

SIRXCEG008 Manage disrespectful, aggressive or abusive customers

E-business

SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms

Environmental Sustainability

BSBSUS211 Participate in sustainable work practices

Finance

SITXFIN007 Process financial transactions

First Aid

HLTAID011 Provide First Aid

Food and Beverage, Food Safety

SITHFAB021 Provide responsible service of alcohol

SITHFAB024* Prepare and serve non-alcoholic beverages

SITHFAB025* Prepare and serve espresso coffee

SITXFSA005 Use hygienic practices for food safety

Inventory

SITXINV006* Receive, store and maintain stock

Languages other than English

SITXLAN007 Conduct basic oral communication in a language other than English

SITXLAN008 Conduct oral communication in a language other than English

Qualification Mapping Information

Supersedes and is not equivalent to SIT20116 Certificate II in Tourism.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>