



Australian Government

SIT20125 Certificate II in Tourism

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Modification History

Release	Comments
1	This qualification was first released in SIT Tourism, Travel and Hospitality Training Package Release 3.0.

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.

Licensing/Regulatory Information

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

Entry Requirements

This qualification has no entry requirements.

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	
<i>Client and Customer Service, and Sales</i>	

SIRXPDK001	Advise on products and services
SIRXSL001	Sell to the retail customer
SITXCCS010	Provide visitor information
<i>Creative Services</i>	
CUACNM211	Monitor collections for changes in condition
CUAEVP211	Assist with the staging of public activities or events
<i>Tourism Delivery</i>	
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
<i>Tourism Sales and Operations</i>	
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
SISCAQU015	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	
<i>Administration</i>	
BSBPEF202	Plan and apply time management
<i>Communication and Teamwork</i>	
BSBCMM211	Apply communication skills
BSBTWK201	Work effectively with others
SITXCOM006	Source and present information
<i>Computer Operations and ICT Management</i>	
BSBTEC201	Use business software applications
FSKDIG001	Use digital technology for short and basic workplace tasks
<i>Customer Service</i>	
SIRXCEG008	Manage disrespectful, aggressive or abusive customers
<i>E-business</i>	
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms
<i>Environmental Sustainability</i>	

BSBSUS211	Participate in sustainable work practices
<i>Finance</i>	
SITXFIN007	Process financial transactions
<i>First Aid</i>	
HLTAID011	Provide First Aid
<i>Food and Beverage, Food Safety</i>	
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
<i>Inventory</i>	
SITXINV006*	Receive, store and maintain stock
<i>Languages other than English</i>	
SITXLAN007	Conduct basic oral communication in a language other than English
SITXLAN008	Conduct oral communication in a language other than English

Pre-requisite Requirements

Unit of competency	Prerequisite requirement
SITHFAB024 Prepare and serve non-alcoholic beverages	SITXFSA005 Use hygienic practices for food safety
SITHFAB025 Prepare and serve espresso coffee	SITXFSA005 Use hygienic practices for food safety
SITXINV006 Receive, store and maintain stock	SITXFSA005 Use hygienic practices for food safety

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Qualification Mapping Information

Current Code and Title	Previous Code and Title	Comments	Equivalence
SIT20125 Certificate II in Tourism	SIT20122 Certificate II in Tourism	All superseded imported units have been replaced with the most current unit. Replaced units include some which form part of a specialisation within the qualification, but have been identified as non-equivalent by the relevant JSC.	Not-Equivalent

Links

Companion volumes, including implementation guides, are found in TGA -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>