



Australian Government

SIT30122 Certificate III in Tourism

Release: 1

SIT30122 Certificate III in Tourism

Modification History

Not applicable.

Qualification Description

This qualification reflects the role of individuals who use a range of well-developed tourism service, sales or operational skills and sound knowledge of industry operations to coordinate tourism services. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

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, holiday parks and resorts, attractions, cultural and heritage sites, and any small tourism business.

This qualification allows for multi-skilling and for specialisation in office-based roles involving the planning and coordination of tourism services, in roles in the field where products are delivered or in performing operational activities such as housekeeping, grounds maintenance and providing customer service.

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

15 units must be completed:

- 4 core units
- 11 elective units, consisting of:
 - 5 units from Group A
- OR
 - 6 units from Group B
 - OR
 - at least 3 units from Group C
 - OR
 - 6 units from Group D

The remaining units may be selected from any elective group below, elsewhere in the SIT Training Package, or any current Training Package or accredited course.

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

Packaging for specialisations:

At least three units from Group C must be selected for award of the *Certificate III in Tourism (Marine Tourism)*.

At least six units from Group D must be selected for award of the *Certificate III in Tourism (Holiday Parks and Resorts)*, one of which must be *SITTIND004 Source and use information on the holiday park and resort industry*.

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
SITXCCS014	Provide service to customers
SITXCOM007	Show social and cultural sensitivity
SITXWHS005	Participate in safe work practices

Elective units

Group A - Tourism Operations

SITTTOP006	Load touring equipment and supplies
SITTTOP007*	Provide outdoor catering
SITTTVL001	Access and interpret product information
SITTTVL003	Provide advice on Australian destinations
SITTTVL004	Sell tourism products or services
SITTTVL005	Prepare customer quotations
SITTTVL006	Book tourism products and process documentation
SITTTVL007	Use a computerised reservations or operations system
SITXCCS010	Provide visitor information

Group B - Tourism Delivery

CPPSEC2110	Monitor and control individual and crowd behaviour to maintain security
SITTGDE013	Interpret aspects of local Australian Indigenous culture
SITTGDE016	Lead tour groups
SITTGDE017	Prepare and present tour commentaries or activities
SITTGDE018	Develop and maintain the general and regional knowledge required by guides
SITTGDE019	Research and share information on Australian Indigenous cultures
SITTGDE020	Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE021	Prepare specialised interpretive content on marine environments
SITTGDE022	Prepare specialised interpretive content on cultural and heritage environments
SITXCCS009	Provide customer information and assistance
SITXCCS010	Provide visitor information
SITXCCS012	Provide lost and found services
SITXCOM008	Provide a briefing or scripted commentary
SITTVAF006	Load and unload a ride
SITTVAF007	Operate a ride location
SITTVAF008	Operate a games location
SITXWHS006	Identify hazards, assess and control safety risks
TLIC0023	Operate four wheel drive vehicle
TLIC1051	Operate commercial vehicle
TLIC3042	Operate coach/bus

Group C - Marine Tourism

MARF027	Apply basic survival skills in the event of vessel abandonment
MARF043	Operate survival craft, rescue boats and lifesaving appliances (proficiency in survival craft)
SISOSCB001	SCUBA dive in open water to a maximum depth of 18 metres
SISOSCB006	Perform diver rescues
SISOSCB010	Lead SCUBA diving activities
SITTGDE017	Prepare and present tour commentaries or activities
SITTGDE021	Prepare specialised interpretive content on marine environments

Group D – Holiday Parks and Resorts

AHCIRG338	Troubleshoot irrigation systems
AHCLSC207	Construct low-profile timber or modular retaining walls
AHCLSC209	Lay paving
AHCLSC311	Set out site for construction works
AHCLSC317	Construct landscape features using concrete
AHCPGD209	Prune shrubs and small trees
AHCPGD308	Plan and maintain plant displays
CPPCLO3100	Maintain cleaning storage areas
CPPCLO3101	Clean carpeted floors
CPPCLO3102	Clean hard floors
CPPCLO3103	Clean and maintain amenities
CPPCLO3105	Clean glass surfaces
CPPCLO3108	Clean window coverings
CPPCLO3111	Clean rooms, furniture and fittings
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
SISCAQU003	Maintain aquatic facility plant and equipment
SISCAQU004	Develop and implement pool water maintenance procedures
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
SITTTVL001	Access and interpret product information
SITTTVL004	Sell tourism products or services
SITTVAF009	Tow and site recreational vehicles
SITTVAF010	Fill LPG gas cylinders
SITXCCS017	Use a computerised booking system
SITXCCS018	Make bookings and process documentation
SITXCCS019	Prepare quotations

Group E - General electives

Administration

BSBPEF202	Plan and apply time management
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Client and Customer Service, and Sales

SIRXCEG008	Manage disrespectful, aggressive or abusive customers
SIRXPDK001	Advise on products and services

SIRXSLS001 Sell to the retail customer

SITXCRI003 Respond to a customer in crisis

Communication and Teamwork

BSBTWK201 Work effectively with others

SITXCOM006 Source and present information

SITXCOM009 Address protocol requirements

Computer Operations and ICT Management

BSBTEC201 Use business software applications

BSBTEC301 Design and produce business documents

BSBTEC302 Design and produce spreadsheets

E-Business

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

SIRXOSM003* Use social media and online tools

Environmental Sustainability

BSBSUS211 Participate in sustainable work practices

Events

SITEEVT021 Administer event registrations

SITEEVT022 Provide event production support

Finance

BSBFIN302 Maintain financial records

SITXFIN007 Process financial transactions

First Aid

HLTAID011 Provide First Aid

HLTAID013 Provide First Aid in remote or isolated site

Food and Beverage, Food Safety

SITHFAB021	Provide responsible service of alcohol
SITHFAB024*	Prepare and serve non-alcoholic beverages
SITHFAB025*	Prepare and serve espresso coffee
SITHFAB027*	Serve food and beverage
SITHFAB029*	Conduct a product tasting for alcoholic beverage
SITHIND005	Use hygienic practices for hospitality service
SITXFSA005	Use hygienic practices for food safety

Gaming

SITHGAM022	Provide responsible gambling services
SITHGAM023*	Attend gaming machines
SITHGAM034*	Attend casino gaming machines

Human Resource Management

SITXHRM007	Coach others in job skills
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Inventory

SITXINV006*	Receive, store and maintain stock
SITXINV007	Purchase goods

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 SIT30116 Certificate III in Tourism.

Links

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

