Australian Government

SIT30125 Certificate III in Tourism

Release: 1

SIT30125 Certificate III in Tourism

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 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.

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

15 units must be completed:

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- **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

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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

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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	
MARF060	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

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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
SISCAQU015	Test pool water quality
SISCAQU017	Monitor and maintain aquatic facility plant and equipment
SISCAQU016	Manage 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
SITTTVL001	Access and interpret product information
SITTTVL004	Sell tourism products or services
SITTVAF009	Tow and site recreational vehicles
SITTVAF010	Fill LPG gas cylinders

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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
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	

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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 beverages
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
Inventory	
SITXINV006*	Receive, store and maintain stock
SITXINV007	Purchase goods

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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

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
SITHGAM034 Attend casino gaming machines	SITHGAM022 Provide responsible gambling services
SITXINV006 Receive, store and maintain stock	SITXFSA005 Use hygienic practices for food safety
SITHFAB029 Conduct a product tasting for alcoholic beverages	SITHFAB021 Provide responsible service of alcohol
SITHGAM023 Attend gaming machines	SITHGAM022 Provide responsible gambling services
SISOSCB006 Perform diver rescues	SISOSCB001 SCUBA dive in open water to a maximum depth of 18 metres
SITTTOP007 Provide outdoor catering	SITXFSA005 Use hygienic practices for food safety

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SITHFAB027 Serve food and beverage	SITXFSA005 Use hygienic practices for food safety
SIRXOSM003 Use social media and online tools	SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms

Qualification Mapping Information

Current Code and Title	Previous Code and Title	Comments	Equivalence
SIT30125 Certificate III in Tourism	SIT30122 Certificate III 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

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