



Australian Government

SIT30222 Certificate III in Travel

Release 2

SIT30222 Certificate III in Travel

Modification History

Release	Comments
Release 2	Release 2 Supersedes and is equivalent to Release 1, minor correction to metadata.

Qualification Description

This qualification reflects the role of individuals who use a range of travel sales, technical and operational skills to coordinate travel services. Using discretion and judgement and a knowledge of the industry, they work with some independence or under limited supervision to plan and book travel, using policies and procedures to guide work activities.

This qualification provides a pathway to work in the travel or tour wholesale sector for employers that specialise in leisure or corporate travel, event travel management, online travel agents and aggregators.

Work could be undertaken in an office, shopfront or online or mobile environment.

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

17 units must be completed:

- 12 core units
- 5 elective units, consisting of:
 - 3 units from the list below
 - 2 units from the list below, elsewhere in the SIT 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.

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
SITTTVL001	Access and interpret product information
SITTTVL002	Provide advice on international destinations
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
SITTTVL009	Construct international airfares
SITXCCS014	Provide service to customers
SITXCOM007	Show social and cultural sensitivity
SITXWHS005	Participate in safe work practices

Elective units**Communication and Teamwork**

BSBTWK401	Build and maintain business relationships
BSBTWK201	Work effectively with others
SITXCOM006	Source and present information

Computer Operations and ICT Management

BSBTEC301	Design and produce business documents
BSBTEC302	Design and produce spreadsheets
BSBXCS302	Identify and report online security threats
BSBXCS402	Promote workplace cyber security awareness and best practices

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

Finance

BSBFIN302 Maintain financial records

SITXFIN007 Process financial transactions

Human Resource Management

SITXHRM007 Coach others in job skills

Marketing and Public Relations

SITXMPR010 Create a promotional display or stand

Travel Sales and Operations

SITTTVL008 Source airfares and issue tickets for domestic flights

SITTTVL010* Construct advanced international airfares

SITTTVL011 Provide specialist advice on cruises

Work Health and Safety

SIRXCEG008 Manage disrespectful, aggressive or abusive customers

SITXWHS006 Identify hazards, assess and control safety risks

Qualification Mapping Information

Supersedes and is not equivalent to SIT30216 Certificate III in Travel.

Links

Companion Volume implementation guides are found in VETNet -

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