SIT40122 Certificate IV in Travel and Tourism

Release 1

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Modification History

Not applicable.

Qualification Description

This qualification reflects the role of skilled operators who use a broad range of travel or tourism skills and sound knowledge of industry operations to coordinate travel or tourism services. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. Many workers have supervisory responsibilities and plan, monitor and evaluate the work of team members.

This qualification provides a pathway to work in many travel and tourism industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, inbound tour operators, holiday parks and resorts, tourist attractions, visitor information centres and other tourism businesses.

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

19 units must be completed:

- 7 core units
- 12 elective units, consisting of:
  - 6 units from Group A
  - 6 additional units from Group A, Group B or Group C, 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 IV in Travel and Tourism*. Electives may be packaged to provide a qualification with a specialisation, as outlined below.

Packaging for specialisation:

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

- 7 core units
- 12 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*
- 5 units from Group A, Group B or Group C
- 5 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
SITXCCS015	Enhance customer service experiences
SITXCOM007	Show social and cultural sensitivity
SITXCOM010	Manage conflict
SITXFIN008	Interpret financial information
SITXHRM007	Coach others in job skills
SITXWHS007	Implement and monitor work health and safety practices

Elective units

Group A - Travel and Tourism

Tourism Coordination

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
SITTTVL008	Source airfares and issue tickets for domestic flights
SITTTVL009	Construct international airfares

SITTTVL010*   Construct advanced international airfares

SITTTVL011   Provide specialist advice on cruises

SITXCCS010   Provide visitor information

Tourism Delivery

MARF027   Apply basic survival skills in the event of vessel abandonment

MARF043   Operate survival craft, rescue boats and lifesaving appliances (proficiency in survival craft)

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

SITTGDE023   Coordinate and operate tours

SITTTOP006   Load touring equipment and supplies

SITTTOP007*   Provide outdoor catering

SITTTOP008   Allocate tour or activity resources

SITTTOP009   Set up and operate a camp site

SITTTOP010   Operate tours in a remote area

TLIC0023   Operate four wheel drive vehicle

TLIC1051   Operate commercial vehicle

TLIC3042   Operate coach/bus

Planning and Product Development

SITTPPD012	Package tourism products
SITTPPD013	Develop interpretive activities
SITTPPD014	Coordinate and operate sustainable tourism activities
SITTPPD015	Develop in-house recreational activities

Group B – Holiday Parks and Resorts

SIFCBGM007	Evaluate building and grounds maintenance and development needs
SIFCBGM008	Coordinate building and grounds maintenance and development
SISCAQU004	Develop and implement pool water maintenance procedures
SITTIND004	Source and use information on the holiday park and resort industry
SITXINV007	Purchase goods

Group C – General electives

Administration

| BSBPEF202 | Plan and apply time management |

Communication and Teamwork

BSBCMM411	Make presentations
BSBWRT411	Write complex documents
SITXCOM009	Address protocol requirements

Computer Operations and ICT Management

BSBTEC301	Design and produce business documents
BSBTEC303	Create electronic presentations
BSBTEC402	Design and produce complex spreadsheets
BSBXCS402	Promote workplace cyber security awareness and best practices
BSBXCS405	Contribute to cyber security incident responses

Customer Service

| SIRXCEG008 | Manage disrespectful, aggressive or abusive customers |
| SIRXCEG009* | Manage workplace responses to disrespectful aggressive or abusive |

customer behaviour

SITXCCS017	Use a computerised booking system
SITXCCS018	Make bookings and process documentation
SITXCCS019	Prepare quotations

Crisis Management

| SITXCRI003 | Respond to a customer in crisis |

E-Business

SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms
SIRXOSM003*	Use social media and online tools
SIRXOSM005	Develop a basic website for customer engagement

Environmental Sustainability

| BSBSUS211 | Participate in sustainable work practices |

Finance

BSBFIN401	Report on financial activity
SITXFIN007	Process financial transactions
SITXFIN009	Manage finances within a budget

First Aid

| HLTAID011 | Provide First Aid |
| HLTAID013 | Provide First Aid in remote or isolated site |

Languages other than English

| SITXLAN008 | Conduct oral communication in a language other than English |
| SITXLAN009 | Read and write information in a language other than English |

Marketing and Public Relations

| BSBMKG431 | Assess marketing opportunities |
| BSBMKG442 | Conduct e-marketing communications |

BSBTWK401   Build and maintain business relationships

SITXMPR009   Coordinate production of brochures and marketing materials

SITXMPR010   Create a promotional display or stand

SITXMPR011   Plan and implement sales activities

SITXMPR012   Coordinate marketing activities

SITXMPR013   Participate in cooperative online marketing initiatives

Supervision

SITXHRM008   Roster staff

SITXHRM009   Lead and manage people

SITXMGT004   Monitor work operations

Work Health and Safety

SITXWHS006   Identify hazards, assess and control safety risks

Qualification Mapping Information

Supersedes and is not equivalent to SIT40116 Certificate IV in Travel and Tourism.

Links

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