



Australian Government

SIT40125 Certificate IV in Travel and 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 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.

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

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	
<i>Tourism Coordination</i>	

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
<i>Tourism Delivery</i>	
MARF060	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
<i>Planning and Product Development</i>	
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
SISCAQU016	Manage pool water quality

SITTIND004	Source and use information on the holiday park and resort industry
SITXINV007	Purchase goods
Group C – General electives	
<i>Administration</i>	
BSBPEF202	Plan and apply time management
<i>Communication and Teamwork</i>	
BSBCMM411	Make presentations
BSBWRT411	Write complex documents
SITXCOM009	Address protocol requirements
<i>Computer Operations and ICT Management</i>	
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
<i>Customer Service</i>	
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

<i>Crisis Management</i>	
SITXCRI003	Respond to a customer in crisis
<i>E-Business</i>	
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
<i>Environmental Sustainability</i>	
BSBSUS211	Participate in sustainable work practices
<i>Finance</i>	
BSBFIN401	Report on financial activity
SITXFIN007	Process financial transactions
SITXFIN009	Manage finances within a budget
<i>First Aid</i>	
HLTAID011	Provide First Aid
HLTAID013	Provide First Aid in remote or isolated site
<i>Languages other than English</i>	
SITXLAN008	Conduct oral communication in a language other than English
SITXLAN009	Read and write information in a language other than English
<i>Marketing and Public Relations</i>	
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
<i>Supervision</i>	
SITXHRM008	Roster staff
SITXHRM009	Lead and manage people
SITXMGT004	Monitor work operations
<i>Work Health and Safety</i>	
SITXWHS006	Identify hazards, assess and control safety risks

Pre-requisite Requirements

Unit of competency	Prerequisite requirement
SITTTOP007 Provide outdoor catering	SITXFSA005 Use hygienic practices for food safety
SITTTVL010 Construct advanced international airfares	SITTTVL009 Construct promotional international airfares
SIRXCEG009 Manage workplace responses to disrespectful aggressive or abusive customer behaviour.	SIRXCEG008 Manage disrespectful, aggressive or abusive customers

SIRXOSM003 Use social media and online tools	SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms
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Qualification Mapping Information

Current Code and Title	Previous Code and Title	Comments	Equivalence
SIT40125 Certificate IV in Travel and Tourism	SIT40122 Certificate IV in Travel and Tourism	<p>All superseded imported units have been replaced with the most current unit.</p> <p>Replaced units include some which form part of a specialisation within the qualification, but have been identified as non-equivalent by the relevant JSC.</p>	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>