

QUALIFICATION TITLE:

SIT20116 Certificate II in Tourism

PATHWAY: Vocational Education and Training **TIMETABLE CODE:** VTU **DURATION:** Year 11

PREREQUISITES: Nil

USER PAYS FEES: \$80

SUBJECT FEES: Fees payable to external RTO – NIL if eligible for VETiS funding, otherwise fee for service \$495

COURSE OVERVIEW:

This 1 year course is being delivered in partnership with Smartskill Pty Ltd RTO No: 5710

<http://www.smartskill.com.au>

This qualification reflects the role of individuals who have a defined and limited range of tourism operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

UNITS OF COMPETENCY

UNIT CODE	UNIT NAME
SITTIND001	Source and use information on the tourism and travel industry
SITXCCS003	Interact with customers
SITXCOM002	Show social and cultural sensitivity
SITXWHS001	Participate in safe work practices
SITHFAB002	Provide responsible service of alcohol
SITHFAB001	Clean and tidy Bar areas
SITHFAB003	Operate a Bar
SITTTSL004	Provide advice on Australian destinations
SITXCOM003	Provide a briefing or scripted commentary
SITXCCS002	Provide visitor information
SITXFSA001	Use hygiene practices for food safety

CAREER OPPORTUNITIES AND PATHWAYS

This qualification provides a pathway to work in many tourism and travel industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, attractions, cultural and heritage sites, and any small tourism business. Work could be undertaken in an office environment where the planning of tourism and travel products and services takes place, in the field where products are delivered, or a combination of both.

Possible job titles include: documentation clerk for a tour wholesaler or travel agency, museum attendant, office assistant for a tour operator, receptionist and office assistant for a professional conference organiser or event management business, receptionist and office assistant in a travel agency, retail sales assistant in an attraction and ride attendant in an attraction. **This qualification leads to a Certificate III in Tourism. The Certificate III in Tourism allows for credit transfer of 7 units of competency from Certificate II in Tourism.**

Disclaimer: "The School must have qualified teachers and specific equipment to run this course. If the school loses access to these resources, the school will attempt to provide students with alternative opportunities to complete the course and the related qualifications. The school retains the right to cancel the vocational component of the course if it is unable to meet requirements."

Date Published: 25/06/21

Mountain Creek State High School RTO #30411

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