



Australian Government

Department of Education, Employment and Workplace Relations

SIT20107 Certificate II in Tourism

Revision Number: 1

SIT20107 Certificate II in Tourism

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a defined range of basic tourism technical skills.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of individuals who perform a range of mainly routine tasks, using limited practical skills and fundamental operational knowledge in a defined context.

They work under direct supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

Individuals with this qualification are able to work in many tourism industry sectors and enterprise types. This qualification is very flexible and is designed to meet a broad range of basic tourism industry needs. It recognises the diversity of tourism operations and the increasing industry trend for operators to provide specialised tourism products. The types of enterprise to which this qualification may apply include retail travel agencies of any sort, tour wholesalers, tour operators of any sort (e.g. coach, camping, cruise boat, four-wheel drive or walking), attractions, cultural and heritage sites and any small tourism business requiring multi-skilled employees.

In some sectors of the industry there are no job outcomes at Certificate II level. Specialist Certificate III qualifications should be selected for the appropriate job outcome, e.g. guiding, travel consultancy or tour coordination.

Possible job titles include:

- office assistant for a small tour operator
- documentation clerk for a tour wholesaler
- receptionist and office assistant in a professional conference organiser
- receptionist and office assistant in a retail travel agency
- retail sales assistant in an attraction
- museum attendant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT20107 Certificate II in Tourism

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues, supervisors and suppliers or agents to assist with the coordination of customer's tourism experience; interpreting verbal and written information on tourism product conditions and customer requirements; providing clear and accurate verbal and written information to customers and suppliers or agents in a culturally appropriate manner to ensure a positive tourism experience.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing the needs of the tourism customer; supporting other team members to coordinate tourism sales and operational activities to achieve quality service delivery of the tourism product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving	Thinking about problems that relate to own role in tourism sales and operational activities; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers or agents in solving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with tourism products.
Initiative and enterprise	Identifying and discussing better ways to coordinate tourism sales and operational activities and to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising customer, product and supplier or agent information to allow for efficient coordination of tourism sales and operational activities; using appropriate predetermined policies and procedures to guide tourism selling and operational activities.

Employability skill	Industry/enterprise requirements for this qualification include:
Self-management	Understanding and complying with the legal responsibilities that apply to own role in servicing the tourism customer; knowing own job role and responsibilities in tourism sales and operational activities; seeking feedback and guidance from supervisors on success in coordinating tourism activities.
Learning	Knowing the structure of, networks within and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and suppliers or agents.
Technology	Understanding the operating capability of, selecting and using computer systems and software that assist in tourism sales and operational activities; correctly using equipment to ensure personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate II in Tourism, 11 units must be completed:

- all 4 core units
- 7 elective units:
 - a minimum of 3 elective units must be selected from the list below
 - the remaining 4 elective units may be selected from this or another endorsed Training Package or accredited course
 - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITTIND001B	Develop and update tourism industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures

ELECTIVE UNITS

Accommodation Services

SITHACS006B	Clean premises and equipment
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Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information

Client and Customer Service

SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures

Communication and Teamwork

SITXCOM004A	Communicate on the telephone
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Computer Operations and ICT Management

BSBITU301A	Create and use databases
BSBITU102A	Develop keyboard skills
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU202A	Create and use spreadsheets

Environmental Sustainability

SITXENV001A	Participate in environmentally sustainable work practices
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Events

SITXEVT003B	Process and monitor event registrations
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Finance

SITXFIN001A	Process financial transactions
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First Aid

HLTFA301B	Apply first aid
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Food and Beverage

SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB222A	Conduct a product tasting for alcoholic beverages

Guiding

SITTGDE008A	Research and share general information on Australian Indigenous cultures
SITTGDE009A	Interpret aspects of local Australian Indigenous culture

Inventory

SITXINV001A	Receive and store stock
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Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English

Occupational Health and Safety

SITXOHS002A	Follow workplace hygiene procedures
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Risk Management and Security	
SIRXRSK001A	Minimise theft
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Tour Operations	
SITTTOP002A	Load touring equipment and conduct pre-departure checks
TLIC107C	Drive vehicle
Tourism Sales and Operations	
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL007B	Receive and process reservations
SITTTSL009B	Process travel-related documentation
Venue and Facility Operations	
SITTVAF002A	Provide a briefing or scripted commentary
SITTVAF004A	Load and unload a ride

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Office assistant for a small tour operator

BSBITU102A Develop keyboard skills
BSBWOR204A Use business technology
BSBITU201A Produce simple word processed documents
SITTTSL007B Receive and process reservations
SITTTSL009B Process travel-related documentation
SITXADM001A Perform office procedures
SITXCOM004A Communicate on the telephone

Retail sales assistant in an attraction

SIRXCCS001A Apply point-of-sale handling procedures
SIRXRSK001A Minimise theft
SIRXSLS001A Sell products and services
SIRXSLS002A Advise on products and services
SITHFAB010C Prepare and serve non-alcoholic beverages
SITXCCS001B Provide visitor information
SITXLAN1__A Conduct basic workplace oral communication in a language other than English

Museum attendant

CULMS201B Develop and apply knowledge of the museum industry
CULMS205B Observe and report basic condition of collection
CULMS207B Assist with the presentation of public activities and events
SIRXCCS001A Apply point-of-sale handling procedures
SIRXSLS001A Sell products and services
SITTVAF002A Provide a briefing or scripted commentary
SITXCCS001B Provide visitor information

Unit Grid

BSBITU102A Develop keyboard skills
BSBITU201A Produce simple word processed documents
BSBITU202A Create and use spreadsheets
BSBITU301A Create and use databases
BSBWOR204A Use business technology
CULMS201B Develop and apply knowledge of the museum industry
CULMS205B Observe and report basic condition of collection
CULMS207B Assist with the presentation of public activities and events
HLTFA301B Provide first aid
SIRXCCS001A Apply point-of-sale handling procedures
SIRXRSK001A Minimise theft
SIRXSLS001A Sell products and services
SIRXSLS002A Advise on products and services
SITHACS006B Clean premises and equipment
SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol
SITHFAB010C Prepare and serve non alcoholic beverages
SITHFAB011A Develop and update food and beverage knowledge
SITHFAB012B Prepare and serve espresso coffee
SITHFAB222A Conduct a product tasting for alcoholic beverages
SITTGDE008A Research and share general information on Australian Indigenous cultures
SITTGDE009A Interpret aspects of local Australian Indigenous culture
SITTIND001B Develop and update tourism industry knowledge
SITTTOP002A Load touring equipment and conduct pre-departure checks
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL003A Source and provide international destination information and advice
SITTTSL004A Source and provide Australian destination information and advice
SITTTSL007B Receive and process reservations
SITTTSL009B Process travel -related documentation
SITTVAF002A Provide a briefing or scripted commentary
SITTVAF004A Load and unload a ride
SITXADM001A Perform office procedures
SITXADM002A Source and present information
SITXCCS001B Provide visitor information
SITXCOM001A Work with colleagues and customers
SITXCOM002A Work in a socially diverse environment
SITXCOM004A Communicate on the telephone
SITXENV001A Participate in environmentally sustainable work practices
SITXEVT003B Process and monitor event registrations
SITXFIN001A Process financial transactions
SITXINV001A Receive and store stock
SITXOHS001B Follow health, safety and security procedures
SITXOHS002A Follow workplace hygiene procedures
TLIC107C Drive vehicle



Australian Government

Department of Education, Employment and Workplace Relations

SIT30107 Certificate III in Tourism

Revision Number: 1

SIT30107 Certificate III in Tourism

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales, operational and tour delivery skills.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in multiple tourism industry sectors and enterprise types. This qualification is very flexible and is designed to meet a broad range of tourism industry needs. It recognises the diversity of tourism operations and the increasing industry trend for operators to provide specialised tourism products. The types of enterprise to which this qualification may apply include tour operators of any sort (e.g. coach, camping, cruise boat, four-wheel drive or walking), attractions, cultural and heritage sites and any small tourism business requiring multi-skilled employees.

Possible job titles include:

- guide and salesperson in an Indigenous cultural centre
- cellar door salesperson and guide in a winery
- attendant and guide in a museum
- attendant in an attraction or theme park
- senior ride operator in an attraction or theme park
- operations consultant for a tour operator
- reservation sales agent for a tour operator.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT30107 Certificate III in Tourism

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues, other tourism suppliers and agents to plan and deliver the customer's tourism experience; understanding verbal and written information on tourism products to be delivered; determining and interpreting customer requirements; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers, suppliers and agents in a culturally appropriate manner to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving instructions and understanding own lead role in servicing the needs of the tourism customer; supporting other team members in their role in providing quality tourism service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving	Anticipating problems that may arise with tourism product delivery; mitigating problems by operational planning of all tourism product delivery details; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers or agents in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or operational problems associated with delivering the tourism product.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering tourism products that meet or exceed customer expectations; identifying and discussing a range of tourism product and service concepts to improve existing product and service delivery.
Planning and organising	Collecting, analysing and organising customer, product

Employability skill	Industry/enterprise requirements for this qualification include:
	and supplier or agent information to allow for efficient planning and delivery of tourism products and services; setting timelines and organising own work flow to coordinate the delivery of tourism experiences; using appropriate predetermined policies and procedures to guide the planning and delivery of tourism products.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in servicing the tourism customer; knowing own job role and responsibilities in planning and delivering the tourism product; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively planning and delivering tourism activities.
Learning	Knowing the structure of, networks within, and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism activities and information for customers.
Technology	Understanding the operating capability of, selecting and using technologies that assist in planning and delivering tourism products such as computer systems and software, microphones, vehicles, navigation equipment, and recreational and entertainment equipment; correctly using equipment to ensure personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Tourism, 15 units must be completed:

- all 5 core units
- 10 elective units:
 - a minimum of 6 elective units must be selected from the list below

- the remaining 4 elective units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITTIND001B	Develop and update tourism industry knowledge
SITXCCS001B	Provide visitor information
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures

ELECTIVE UNITS

Accommodation Services

SITHACS006B	Clean premises and equipment
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Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
BSBRES401A	Analyse and present research information

Client and Customer Service

SIRXCCS001A	Apply point-of-sale handling procedures
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Communication and Teamwork

SITXCOM003A Deal with conflict situations

SITXCOM004A Communicate on the telephone

Computer Operations and ICT Management

BSBITU309A Produce desktop published documents

BSBITU301A Create and use databases

BSBITU302A Create electronic presentations

BSBITU102A Develop keyboard skills

BSBWOR204A Use business technology

BSBITU201A Produce simple word processed documents

BSBITU306A Design and produce business documents

BSBITU203A Communicate electronically

E-Business

BSBITU305A Conduct online transactions

BSBEBU401A Review and maintain a website

BSBCUS401A Coordinate implementation of customer service strategies

Environmental Sustainability

SITXENV002A Implement and monitor environmentally sustainable work practices

Events	
SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
BSBFIA303A	Process accounts payable and receivable
First Aid	
HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation
Food and Beverage	
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB222A	Conduct a product tasting for alcoholic beverages

Guiding

SITTGDE001B	Work as a guide
SITTGDE002A	Provide arrival and departure assistance
SITTGDE004A	Lead tour groups
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides
SITTGDE008A	Research and share general information on Australian Indigenous cultures
SITTGDE009A	Interpret aspects of local Australian Indigenous culture
SITTGDE010A	Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE011A	Prepare specialised interpretive content on marine environments
SITTGDE012A	Prepare specialised interpretive content on cultural and heritage environments

Human Resource Management

SITXHRM001A	Coach others in job skills
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Inventory

SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock

Languages other than English	
SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
Merchandising	
SIRXMER001A	Merchandise products
Occupational Health and Safety	
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS003B	Identify hazards, and assess and control safety risks
Planning and Product Development	
SITTPPD005A	Plan and develop interpretive activities
Risk Management and Security	
CPPSEC2012A	Monitor and control individual and crowd behaviour
SIRXRSK001A	Minimise theft
SITXCCS305A	Provide lost and found facility

Sales

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

Tour Operations

SITTTOP002A Load touring equipment and conduct pre-departure checks

SITTTOP003B Operate and maintain a 4WD tour vehicle

SITTTOP005A Provide camp site catering

TLIB307C Carry out vehicle servicing and maintenance

TLIC107C Drive vehicle

TLIC807C Drive coach/bus

Tourism Sales and Office Operations

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL011A	Maintain a product inventory

Venue and Facility Operations

SITTVAF002A	Provide a briefing or scripted commentary
SITTVAF003A	Operate a ride location
SITTVAF004A	Load and unload a ride
SITTVAF005B	Operate a games location

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Guide and salesperson in an Indigenous cultural centre

CUVPRP03A Develop and apply knowledge of Aboriginal or Torres Strait Islander cultural arts

SIRXCCS001A Apply point-of-sale handling procedures

SIRXRSK001A Minimise theft

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITTGDE001B Work as a guide

SITTGDE007A Develop and maintain the general and regional knowledge required by guides

SITTGDE008A Research and share general information on Australian Indigenous cultures

SITXADM001A Perform office procedures

SITXINV001A Receive and store stock

Cellar door sales person and guide in a winery

SITHFAB222A Conduct a product tasting for alcoholic beverages

SITXCCS001B Provide visitor information

SIRXCCS001A Apply point-of-sale handling procedures

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITTGDE001B Work as a guide

SITTGDE006A Prepare and present tour commentaries or activities

SITXINV001A Receive and store stock

Attendant and guide in a museum

CULMS201B Develop and apply knowledge of the museum industry

CULMS205B Observe and report basic condition of collection

CULMS207B Assist with the presentation of public activities and events

CULMS412B Record and maintain collection information

SIRXCCS001A Apply point-of-sale handling procedures

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITTGDE001B Work as a guide

SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments

SITTVAF002A Provide a briefing or scripted commentary

Attendant in an attraction or theme park

HLTFA301B Apply first aid

SIRXCCS001A Apply point-of-sale handling procedures

SIRXSLS001A Sell products and services

SITHACS006B Clean premises and equipment

SITHFAB003A Serve food and beverage to customers

SITHFAB010C Prepare and serve non-alcoholic beverages

SITTVAF002A Provide a briefing or scripted commentary

SITTVAF003A Operate a ride location

SITTVAF004A Load and unload a ride

SITXLAN1__A Conduct basic workplace oral communication in a language other than English

Reservation sales agent for a tour operator

BSBITU203A Communicate electronically

SITTTOP002A Load touring equipment and conduct pre-departure checks

SITTTSL001A Operate an online information system

SITTTSL002A Access and interpret product information

SITTTSL005A Sell tourism products and services

SITTTSL006B Prepare quotations

SITTTSL007B Receive and process reservations

SITTTSL009B Process travel-related documentation

SITTTSL010B Control reservations or operations using a computerised system

SITXADM001A Perform office procedures

Unit Grid

BSBCUS401A Coordinate implementation of customer service strategies

BSBEBU401A Review and maintain a website

BSBFIA303A Process accounts payable and receivable

BSBITU102A Develop keyboard skills

BSBITU201A Produce simple word processed documents

BSBITU203A Communicate electronically

BSBITU301A Create and use databases

BSBITU302A Create electronic presentations

BSBITU305A Conduct online transactions

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

BSBRES401A Analyse and present research information

BSBWOR204A Use business technology

CPPSEC2012A Monitor and control individual and crowd behaviour

CULMS201B Develop and apply knowledge of the museum industry

CULMS205B Observe and report basic condition of collection

CULMS207B Assist with the presentation of public activities and events

CULMS412B Record and maintain collection information

CUVPRP03A Develop and apply knowledge of Aboriginal or Torres Strait Islander Cultural Arts

HLTFA301B Provide first aid

HLTFA302A Provide first aid in a remote situation

SIRXCCS001A Apply point-of-sale handling procedures

SIRXMER001A Merchandise products

SIRXRSK001A Minimise theft

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITHACS006B Clean premises and equipment

SITHFAB003A Serve food and beverage to customers

SITHFAB004A Provide food and beverage service

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol
SITHFAB010C Prepare and serve non alcoholic beverages
SITHFAB011A Develop and update food and beverage knowledge
SITHFAB012B Prepare and serve espresso coffee
SITHFAB222A Conduct a product tasting for alcoholic beverages
SITTGDE001B Work as a guide
SITTGDE002A Provide arrival and departure assistance
SITTGDE004A Lead tour groups
SITTGDE006A Prepare and present tour commentaries or activities
SITTGDE007A Develop and maintain the general and regional knowledge required by guides
SITTGDE008A Research and share general information on Australian Indigenous cultures
SITTGDE009A Interpret aspects of local Australian Indigenous culture
SITTGDE010A Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE011A Prepare specialised interpretive content on marine environments
SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments
SITTIND001B Develop and update tourism industry knowledge
SITTPPD005A Plan and develop interpretive activities
SITTTOP002A Load touring equipment and conduct pre-departure checks
SITTTOP003B Operate and maintain a 4WD tour vehicle
SITTTOP005A Provide camp site catering
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL003A Source and provide international destination information and advice
SITTTSL004A Source and provide Australian destination information and advice
SITTTSL005A Sell tourism products and services
SITTTSL006B Prepare quotations
SITTTSL007B Receive and process reservations
SITTTSL008B Book and coordinate supplier services
SITTTSL009B Process travel -related documentation
SITTTSL010B Control reservations or operations using a computerised system
SITTTSL011A Maintain a product inventory
SITTVAF002A Provide a briefing or scripted commentary
SITTVAF003A Operate a ride location
SITTVAF004A Load and unload a ride
SITTVAF005B Operate a games location
SITXADM001A Perform office procedures
SITXADM002A Source and present information
SITXCCS001B Provide visitor information
SITXCCS305A Provide lost and found facility
SITXCOM001A Work with colleagues and customers
SITXCOM002A Work in a socially diverse environment
SITXCOM003A Deal with conflict situations
SITXCOM004A Communicate on the telephone
SITXENV002A Implement and monitor environmentally sustainable work practices
SITXEVT001B Develop and update event industry knowledge
SITXEVT002B Provide event staging support
SITXEVT003B Process and monitor event registrations
SITXEVT004B Coordinate on-site event registrations

SITXFIN001A Process financial transactions
SITXFIN002A Maintain financial records
SITXHRM001A Coach others in job skills
SITXINV001A Receive and store stock
SITXINV002A Control and order stock
SITXOHS001B Follow health, safety and security procedures
SITXOHS002A Follow workplace hygiene procedures
SITXOHS003B Identify hazards, and assess and control safety risks
TLIB307C Carry out vehicle servicing and maintenance
TLIC107C Drive vehicle
TLIC807C Drive coach_bus



Australian Government

Department of Education, Employment and Workplace Relations

SIT30207 Certificate III in Tourism (Retail Travel Sales)

Revision Number: 1

SIT30207 Certificate III in Tourism (Retail Travel Sales)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed retail travel sales and operational skills.

Work would be undertaken in a retail office or shopfront environment where the planning of customer's travel and touring arrangements takes place.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in the retail travel sector, covering all types of retailers, including those that cover or specialise in leisure, corporate, domestic and international sales. At this level, retail travel personnel can operate in domestic or international sales and this qualification allows for both.

Possible job titles include:

- travel consultant
- tour desk consultant
- international travel consultant
- leisure consultant
- corporate leisure consultant
- corporate consultant
- international corporate consultant
- online consultant
- mobile travel consultant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT30207 Certificate III in Tourism (Retail Travel Sales)

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues, customers and tourism product suppliers to plan the customer's travel itinerary; interpreting verbal and written information on tourism product conditions; determining and interpreting customer preferences to sell proactively and persuasively; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers and suppliers to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving instructions and understanding own lead role in selling tourism products and servicing the needs of the retail travel customer; supporting other team members in their role in providing quality sales and service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of retail travel customers.
Problem solving	Anticipating problems that may arise with the customer's travel arrangements; mitigating problems by planning and booking appropriate travel itineraries that adhere to supplier conditions and customer requests; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors and suppliers in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or supplier problems associated with the sale of retail travel products.
Initiative and enterprise	Showing independence and initiative required to take a lead role in making travel sales and providing service that meets or exceeds customer expectations; identifying and discussing a range of tourism product and service concepts to improve existing product and service options for the retail travel agency.

Employability skill	Industry/enterprise requirements for this qualification include:
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for effective selling and efficient coordination of tourism product bookings; setting timelines, organising own work flow and using appropriate predetermined policies and procedures to guide the selling and booking processes.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in selling tourism products; knowing own job role and responsibilities in selling and coordinating bookings for tourism products; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively servicing the sales needs of retail travel customers.
Learning	Knowing the structure of, networks within, and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and suppliers.
Technology	Understanding the operating capability of, selecting and using computer systems, software and information networks that assist in selling and coordinating bookings for tourism products.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Tourism (Retail Travel Sales), 22 units must be completed:

- all 15 core units
- 7 elective units:
 - a minimum of 3 elective units must be selected from the general electives listed below

- the remaining elective units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITTIND001B	Develop and update tourism industry knowledge
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL013B	Construct normal international airfares
SITTTSL014B	Construct promotional international airfares
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures

GENERAL ELECTIVE UNITS**Administration**

SITXADM001A	Perform office procedures
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Communication and Teamwork

SITXCOM003A	Deal with conflict situations
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SITXCOM004A	Communicate on the telephone
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SITXCOM005A	Make presentations
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Computer Operations and ICT Management

BSBITU309A	Produce desktop published documents
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BSBITU301A	Create and use databases
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BSBITU302A	Create electronic presentations
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BSBITA401A	Design databases
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BSBITU102A	Develop keyboard skills
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BSBITU203A	Communicate electronically
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BSBITU306A	Design and produce business documents
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BSBWOR204A	Use business technology
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E-Business

BSBITU305A	Conduct online transactions
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BSBEBU401A	Review and maintain a website
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BSBCUS401A	Coordinate implementation of customer service strategies
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Environmental Sustainability	
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
BSBFIA303A	Process accounts payable and receivable
Human Resource Management	
SITXHRM001A	Coach others in job skills

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English

Marketing and Public Relations

SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR004A	Coordinate marketing activities

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks
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Planning and Product Development

SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products

Tourism Sales and Operations

SITTTSL007B	Receive and process reservations
SITTTSL011A	Maintain a product inventory
SITTTSL012B	Construct domestic airfares
SITTTSL015B	Construct advanced international airfares
SITTTSL016B	Administer billing and settlement plan

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

International travel consultant - corporate, leisure mobile or online

BSBITU301A Create and use databases

SITTTSL003A Source and provide international destination information and advice

SITTTSL013B Construct normal international airfares

SITTTSL014B Construct promotional international airfares

SITTTSL016B Administer billing and settlement plan

SITXFIN002A Maintain financial records

Unit Grid

BSBCUS401A Coordinate implementation of customer service strategies

BSBEBU401A Review and maintain a website

BSBFIA303A Process accounts payable and receivable

BSBITA401A Design databases

BSBITU102A Develop keyboard skills

BSBITU203A Communicate electronically

BSBITU301A Create and use databases

BSBITU302A Create electronic presentations

BSBITU305A Conduct online transactions

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

BSBWOR204A Use business technology

SITTIND001B Develop and update tourism industry knowledge

SITTPPD002A Research tourism data

SITTPPD003B Source and package tourism products

SITTTSL001A Operate an online information system

SITTTSL002A Access and interpret product information

SITTTSL003A Source and provide international destination information and advice

SITTTSL004A Source and provide Australian destination information and advice

SITTTSL005A Sell tourism products and services

SITTTSL006B Prepare quotations

SITTTSL007B Receive and process reservations

SITTTSL008B Book and coordinate supplier services

SITTTSL009B Process travel -related documentation

SITTTSL010B Control reservations or operations using a computerised system

SITTTSL011A Maintain a product inventory

SITTTSL012B Construct domestic airfares

SITTTSL013B Construct normal international airfares

SITTTSL014B Construct promotional international airfares

SITTTSL015B Construct advanced international airfares

SITTTSL016B Administer billing and settlement plan

SITXADM001A Perform office procedures

SITXCOM001A Work with colleagues and customers

SITXCOM002A Work in a socially diverse environment

SITXCOM003A Deal with conflict situations
SITXCOM004A Communicate on the telephone
SITXCOM005A Make presentations
SITXENV002A Implement and monitor environmentally sustainable work practices
SITXEVT001B Develop and update event industry knowledge
SITXEVT002B Provide event staging support
SITXEVT003B Process and monitor event registrations
SITXEVT004B Coordinate on-site event registrations
SITXFIN001A Process financial transactions
SITXFIN002A Maintain financial records
SITXFIN003A Interpret financial information
SITXHRM001A Coach others in job skills
SITXMPR001A Coordinate production of brochures and marketing materials
SITXMPR002A Create a promotional display or stand
SITXMPR004A Coordinate marketing activities
SITXOHS001B Follow health, safety and security procedures
SITXOHS003B Identify hazards, and assess and control safety risks



Australian Government

Department of Education, Employment and Workplace Relations

SIT30307 Certificate III in Tourism (Tour Wholesaling)

Revision Number: 1

SIT30307 Certificate III in Tourism (Tour Wholesaling)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales and operational skills.

Work would be undertaken in an office environment where the planning and sale of wholesale tourism products and services takes place. Some tour wholesaling personnel undertake guiding functions which would be undertaken in the field where tourism products are delivered.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in the tour wholesaling sector, covering all types of wholesalers, including inbound tour operators and outbound tour wholesalers.

Possible job titles include:

- operations consultant
- wholesale consultant
- wholesale groups consultant
- wholesale international consultant
- reservations consultant
- reservations sales agent
- call centre sales agent
- inbound tour coordinator
- inbound travel consultant
- inbound groups consultant
- tour controller
- tour finaliser
- incentive coordinator
- tour consultant
- account manager.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT30307 Certificate III in Tourism (Tour Wholesaling)

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues and tourism agents to plan the customer's travel itinerary; interpreting verbal and written information on tourism suppliers' product conditions; determining and interpreting product preferences to sell proactively and persuasively to the agent and their customers; empathising and negotiating acceptable solutions to agent problems and complaints; providing clear and accurate verbal and written information to agents and suppliers to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving clear operational instructions to and from other departments, and understanding own lead role in selling tourism products and servicing customer needs via their agent; supporting other departments in their role in providing quality tourism sales and service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving	Anticipating problems that may arise with the brochured or independently planned travel itinerary; mitigating problems by planning and booking appropriate travel itineraries that adhere to supplier conditions and agent requests; identifying and clarifying the extent of problems and requesting assistance from team members, other departments, supervisors and suppliers in solving operational or agent service issues; using predetermined policies and procedures to guide solutions to agent or supplier problems associated with the sale of wholesale tourism products.
Initiative and enterprise	Showing independence and initiative required to take a lead role in making wholesale tourism product sales, in coordinating own operational activities and providing service that meets or exceeds the agent's expectations; identifying and discussing better ways to coordinate

Employability skill	Industry/enterprise requirements for this qualification include:
	wholesale tourism sales and operational activities.
Planning and organising	Collecting, analysing and organising agent and customer, product and supplier information to allow for effective selling and efficient coordination of tourism product bookings; setting timelines, organising own work flow and using appropriate predetermined policies and procedures to guide the selling, quotation, booking and documentation process.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in selling tourism products; knowing own job role and responsibilities in selling and coordinating bookings for wholesale tourism products; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively servicing the needs of retail travel agents and their customers.
Learning	Knowing the structure of, networks within and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services, suppliers and distribution agents.
Technology	Understanding the operating capability of, selecting and using computer systems, software and information networks that assist in selling and coordinating bookings for wholesale tourism products.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Tourism (Tour Wholesaling), 19 units must be completed:

- all 16 core units

plus

- 3 elective units:
 - a minimum of 2 elective units must be selected from the list below
 - the remaining elective unit may be selected from this or another endorsed Training Package or accredited course
 - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITTIND001B	Develop and update tourism industry knowledge
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITXADM001A	Perform office procedures
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM004A	Communicate on the telephone
SITXOHS001B	Follow health, safety and security procedures
BSBWOR204A	Use business technology
BSBITU306A	Design and produce business documents
Plus	
SITTTSL003A	Source and provide international destination information and advice

Or

SITTTSL004A	Source and provide Australian destination information and advice
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ELECTIVE UNITS

Administration

SITXADM002A	Source and present information
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Communication and Teamwork

SITXCOM003A	Deal with conflict situations
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SITXCOM005A	Make presentations
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SITXCOM006A	Address protocol requirements
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Computer Operations and ICT Management

BSBITU309A	Produce desktop published documents
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BSBITU301A	Create and use databases
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BSBITU302A	Create electronic presentations
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BSBITA401A	Design databases
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BSBITU402A	Develop and use complex spreadsheets
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BSBITU102A	Develop keyboard skills
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BSBITU203A	Communicate electronically
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E-Business	
BSBITU305A	Conduct online transactions
BSBEBU401A	Review and maintain a website
BSBCUS401A	Coordinate implementation of customer service strategies
Environmental Sustainability	
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
Human Resource Management	
SITXHRM001A	Coach others in job skills

Guiding

SITTGDE002A	Provide arrival and departure assistance
SITTGDE004A	Lead tour groups
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English

Marketing and Public Relations

SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks
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Planning and Product Development

SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products

Tourism Sales and Operations

SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL007B	Receive and process reservations
SITTTSL009B	Process travel-related documentation
SITTTSL011A	Maintain a product inventory
SITTTSL012B	Construct domestic airfares
SITTTSL013B	Construct normal international airfares
SITTTSL014B	Construct promotional international airfares
SITTTSL015B	Construct advanced international airfares
SITTTSL016B	Administer billing and settlement plan

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Reservations sales agent

SITTTSL007B Receive and process reservations
SITTTSL009B Process travel-related documentation
SITXFIN002A Maintain financial records

Inbound tour coordinator

SITTPPD003B Source and package tourism products
SITTTSL009B Process travel-related documentation
SITXLAN5__A Read and write workplace information in a language other than English

Unit Grid

BSBCUS401A Coordinate implementation of customer service strategies
BSBEBU401A Review and maintain a website
BSBFIA302A Process payroll
BSBFIA303A Process accounts payable and receivable
BSBITA401A Design databases
BSBITU102A Develop keyboard skills
BSBITU203A Communicate electronically
BSBITU301A Create and use databases
BSBITU302A Create electronic presentations
BSBITU305A Conduct online transactions
BSBITU306A Design and produce business documents
BSBITU309A Produce desktop published documents
BSBITU402A Develop and use complex spreadsheets
BSBWOR204A Use business technology
SITTGDE002A Provide arrival and departure assistance
SITTGDE004A Lead tour groups
SITTGDE006A Prepare and present tour commentaries or activities
SITTGDE007A Develop and maintain the general and regional knowledge required by guides
SITTIND001B Develop and update tourism industry knowledge
SITTPPD002A Research tourism data
SITTPPD003B Source and package tourism products
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL003A Source and provide international destination information and advice
SITTTSL004A Source and provide Australian destination information and advice
SITTTSL005A Sell tourism products and services
SITTTSL006B Prepare quotations
SITTTSL007B Receive and process reservations
SITTTSL008B Book and coordinate supplier services
SITTTSL009B Process travel -related documentation
SITTTSL010B Control reservations or operations using a computerised system
SITTTSL011A Maintain a product inventory

SITTTSL012B Construct domestic airfares
SITTTSL013B Construct normal international airfares
SITTTSL014B Construct promotional international airfares
SITTTSL015B Construct advanced international airfares
SITTTSL016B Administer billing and settlement plan
SITXADM001A Perform office procedures
SITXADM002A Source and present information
SITXCOM001A Work with colleagues and customers
SITXCOM002A Work in a socially diverse environment
SITXCOM003A Deal with conflict situations
SITXCOM004A Communicate on the telephone
SITXCOM005A Make presentations
SITXCOM006A Address protocol requirements
SITXENV002A Implement and monitor environmentally sustainable work practices
SITXEVT001B Develop and update event industry knowledge
SITXEVT002B Provide event staging support
SITXEVT003B Process and monitor event registrations
SITXEVT004B Coordinate on-site event registrations
SITXFIN001A Process financial transactions
SITXFIN002A Maintain financial records
SITXFIN003A Interpret financial information
SITXHRM001A Coach others in job skills
SITXMPR001A Coordinate production of brochures and marketing materials
SITXMPR002A Create a promotional display or stand
SITXMPR003A Plan and implement sales activities
SITXMPR004A Coordinate marketing activities
SITXOHS001B Follow health, safety and security procedures
SITXOHS003B Identify hazards, and assess and control safety risks



Australian Government

Department of Education, Employment and Workplace Relations

SIT30407 Certificate III in Tourism (Visitor Information Services)

Revision Number: 1

SIT30407 Certificate III in Tourism (Visitor Information Services)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales and operational skills.

Work would be undertaken in a visitor information centre where information is provided and where some planning of customer's travel and touring arrangements may take place. Centres can be stand-alone shopfront and office environments or can be attached to another facility, such as a winery or coffee shop.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in the visitor information sector of the tourism industry or for destination marketing companies who fulfil dual information and sales functions for particular tourism destinations.

Possible job titles include:

- information officer
- booking agent
- sales consultant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT30407 Certificate III in Tourism (Visitor Information Services)

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues, customers and tourism product suppliers to provide local or regional visitor information; interpreting verbal and written information on tourism product conditions; determining and interpreting customer preferences to sell proactively and persuasively; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers and suppliers to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving instructions and understanding own lead role in servicing information needs of the visitor and selling local or regional tourism products; supporting other team members in their role in providing quality information delivery and sales service; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of visitors to the local area or region.
Problem solving	Anticipating problems that may arise with the customer's local or regional tourism experience; mitigating problems by providing tailored information that meets customer needs; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors and local tourism operators in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or supplier problems associated with the visitor's local or regional tourism experience.
Initiative and enterprise	Showing independence and initiative required to take a lead role in making tourism product sales, and providing local or regional information that meets or exceeds customer expectations; identifying and discussing a range of tourism product and service concepts to improve existing product and service options for the visitor

Employability skill	Industry/enterprise requirements for this qualification include:
	information centre.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient provision of tailored local or regional tourism information and effective selling and booking coordination; setting timelines, organising own work flow and using appropriate predetermined policies and procedures to guide the information provision, selling and booking processes.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in providing visitor information and selling tourism products; knowing own job role and responsibilities in providing visitor information, selling and coordinating bookings for tourism products; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively servicing the information and booking needs of visitor information centre customers.
Learning	Knowing the structure of, networks within and sources of new information on the local or regional tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and local tourism operators.
Technology	Understanding the operating capability of, selecting and using computer systems, software and information networks that assist in providing visitor information, selling and coordinating bookings for local or regional tourism products.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Tourism (Visitor Information Services), 18 units must be completed:

- all 13 core units
- 5 elective units:
 - a minimum of 3 elective units must be selected from the list below
 - the remaining 2 elective units may be selected from this or another endorsed Training Package or accredited course
 - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITXADM001A	Perform office procedures
SITXCCS001B	Provide visitor information
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM004A	Communicate on the telephone
SITXOHS001B	Follow health, safety and security procedures
SITTIND001B	Develop and update tourism industry knowledge
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
BSBWOR204A	Use business technology
BSBITU306A	Design and produce business documents

ELECTIVE UNITS	
Administration	
SITXADM003A	Write business documents
Client and Customer Service	
SIRXCCS001A	Apply point-of-sale handling procedures
Communication and Teamwork	
SITXCOM003A	Deal with conflict situations
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU102A	Develop keyboard skills
BSBITU203A	Communicate electronically
E-Business	
BSBITU305A	Conduct online transactions
BSBEBU401A	Review and maintain a website
BSBCUS401A	Coordinate implementation of customer service strategies

Environmental Sustainability	
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
BSBFIA303A	Process accounts payable and receivable
Food and Beverage	
SITHFAB003A	Serve food and beverage to customers
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB222A	Conduct a product tasting for alcoholic beverages

Human Resource Management

SITXHRM001A Coach others in job skills

Inventory

SITXINV001A Receive and store stock

SITXINV002A Control and order stock

Languages other than English

SITXLAN1__A Conduct basic workplace oral communication in a language other than English

SITXLAN2__A Conduct routine workplace oral communication in a language other than English

SITXLAN3__A Conduct workplace oral communication in a language other than English

SITXLAN5__A Read and write workplace information in a language other than English

Occupational Health and Safety

SITXOHS003B Identify hazards, and assess and control safety risks

Marketing and Public Relations

SITXMPR001A Coordinate production of brochures and marketing materials

SITXMPR002A Create a promotional display or stand

SITXMPR004A Coordinate marketing activities

Merchandising	
SIRXMER001A	Merchandise products
Planning and Product Development	
SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Tourism Sales and Operations	
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL011A	Maintain a product inventory
Venue and Facility Operations	
SITTVAF002A	Provide a briefing or scripted commentary

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Information officer

SIRXMER001A Merchandise products
SIRXSLS001A Sell products and services
SITTTSL009B Process travel-related documentation
SITXFIN001A Process financial transactions
SITXMPR002A Create a promotional display or stand

Booking agent or sales consultant

SITTTSL006B Prepare quotations
SITTTSL008B Book and coordinate supplier services
SITTTSL009B Process travel-related documentation
SITTTSL010B Control reservations or operations using a computerised system
SITXFIN002A Maintain financial records

Unit Grid

BSBCUS401A Coordinate implementation of customer service strategies
BSBEBU401A Review and maintain a website
BSBFIA303A Process accounts payable and receivable
BSBITU102A Develop keyboard skills
BSBITU203A Communicate electronically
BSBITU301A Create and use databases
BSBITU302A Create electronic presentations
BSBITU305A Conduct online transactions
BSBITU306A Design and produce business documents
BSBITU309A Produce desktop published documents
BSBWOR204A Use business technology
SIRXCCS001A Apply point-of-sale handling procedures
SIRXMER001A Merchandise products
SIRXSLS001A Sell products and services
SIRXSLS002A Advise on products and services
SITHFAB003A Serve food and beverage to customers
SITHFAB005A Provide table service of alcoholic beverages
SITHFAB009A Provide responsible service of alcohol
SITHFAB010C Prepare and serve non alcoholic beverages
SITHFAB011A Develop and update food and beverage knowledge
SITHFAB012B Prepare and serve espresso coffee
SITHFAB222A Conduct a product tasting for alcoholic beverages
SITTIND001B Develop and update tourism industry knowledge
SITTPPD002A Research tourism data
SITTPPD003B Source and package tourism products
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL004A Source and provide Australian destination information and advice
SITTTSL005A Sell tourism products and services

SITTTSL006B Prepare quotations
SITTTSL007B Receive and process reservations
SITTTSL008B Book and coordinate supplier services
SITTTSL009B Process travel -related documentation
SITTTSL010B Control reservations or operations using a computerised system
SITTTSL011A Maintain a product inventory
SITTVAF002A Provide a briefing or scripted commentary
SITXADM001A Perform office procedures
SITXADM003A Write business documents
SITXCCS001B Provide visitor information
SITXCOM001A Work with colleagues and customers
SITXCOM002A Work in a socially diverse environment
SITXCOM003A Deal with conflict situations
SITXCOM004A Communicate on the telephone
SITXCOM005A Make presentations
SITXCOM006A Address protocol requirements
SITXENV002A Implement and monitor environmentally sustainable work practices
SITXEVT001B Develop and update event industry knowledge
SITXEVT002B Provide event staging support
SITXEVT003B Process and monitor event registrations
SITXEVT004B Coordinate on-site event registrations
SITXFIN001A Process financial transactions
SITXFIN002A Maintain financial records
SITXFIN003A Interpret financial information
SITXHRM001A Coach others in job skills
SITXINV001A Receive and store stock
SITXINV002A Control and order stock
SITXMPR001A Coordinate production of brochures and marketing materials
SITXMPR002A Create a promotional display or stand
SITXMPR004A Coordinate marketing activities
SITXOHS001B Follow health, safety and security procedures
SITXOHS003B Identify hazards, and assess and control safety risks



Australian Government

Department of Education, Employment and Workplace Relations

SIT30607 Certificate III in Events

Revision Number: 1

SIT30607 Certificate III in Events

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in an administrative or operational events support role. Event organisation and management takes place across the full spectrum of business and community activity. The qualification has particular relevance in the community, cultural, hospitality, sporting and tourism sectors. Work would be undertaken in an office environment where event planning and organisation takes place, at an event site or a combination of both.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in a range of organisations where event management takes place, and such organisations are diverse in nature. Examples include professional conference organisers, exhibition and event management companies, sporting associations, community organisations, hospitality and cultural venues.

Possible job titles include:

- event assistant
- event administrative assistant
- event operations assistant
- event operative
- conference assistant
- exhibitions assistant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT30607 Certificate III in Events

The following table contains a summary of the employability skills required by the events industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Liaising effectively with a diverse range of customers, other team members and event suppliers; providing key on the ground operational information to supervisors and managers; using event planning documentation to establish key work activities and priorities.
Teamwork	Working as a member of event operations team; providing assistance to other team members; working out different roles and responsibilities; using the different skills within the team to maximise efficiency.
Problem solving	Anticipating and responding to typical event operational problems; using other people and event procedures and systems to help avoid or respond effectively to problems.
Initiative and enterprise	Identifying and suggesting better and different ways of addressing operational issues; keeping up-to-date with industry trends and practices; being able to adapt to changing operational circumstances.
Planning and organising	Understanding the broad context in which different types of events take place; interpreting event documentation and plans; providing feedback and input into ways to improve future event operations.
Self-management	Understanding overall context for event operations and different roles of event staff and stakeholders; being aware of risk management, safety and other legal issues that impact on event operations.
Learning	Knowing and using opportunities to maintain currency of industry knowledge; sharing industry information with colleagues.
Technology	Working with and understanding the broad features of a range of different technologies used in event operations; choosing the best equipment for the job at hand based on

Employability skill	Industry/enterprise requirements for this qualification include:
	knowledge of the various options.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the events industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Events, 15 units must be completed:

- all 5 core units
- 10 elective units which may be selected from the list below, or from this or another endorsed Training Package or accredited course.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXOHS001B	Follow health, safety and security procedures

ELECTIVE UNITS

Communication and Teamwork

SITXCOM006A	Address protocol requirements
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Computer Operations and ICT Management

BSBITU309A	Produce desktop published documents
BSBITU302A	Create electronic presentations
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU306A	Design and produce business documents

Creative and Technical Production

CUEAUD06B	Apply a general knowledge of vision systems to work activities
CUELGT05B	Record and operate standard lighting cues
CUELGT09A	Apply a general knowledge of lighting to work activities
CUEPRP02B	Research, obtain and prepare props
CUESET05B	Apply set construction techniques
CUESOU07B	Apply a general knowledge of audio to work activities
CUESTA01C	Install staging elements
CUESTA05C	Apply a general knowledge of staging to work activities
CUETGE05C	Maintain physical production elements
CUETGE15B	Handle physical elements safely during bump-in/bump-out
CUVCRS03B	Produce computer-aided drawings

Events	
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations
Finance	
BSBFIA301A	Maintain financial records
Food and Beverage	
SITHFAB002C	Operate a bar
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
Risk Management and Security	
CPPSEC2012A	Monitor and control individual and crowd behaviour

Tourism Sales and Operations

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL006B	Prepare quotations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system

Venue and Facility Operations

SITTVAF001A	Provide venue information and assistance
CUEFOH03C	Provide seating and ticketing advice
CUEFOH04C	Usher patrons
CUEFOH08B	Process incoming customer orders
SRXFAC001B	Maintain equipment for activities
SRXFAC002B	Maintain sport and recreational facilities

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Event administrative assistant

BSBITU302A Create electronic presentations
BSBITU306A Design and produce business documents
SITTTSL002A Access and interpret product information
SITTTSL006B Prepare quotations
SITTTSL008B Book and coordinate supplier services
SITTTSL010B Control reservations or operations using a computerised system
SITXCOM006A Address protocol requirements
SITXEVT003B Process and monitor event registrations
SITXEVT004B Coordinate on-site event registrations
SITXFIN002A Maintain financial records

Event operations assistant

BSBWOR204A Use business technology
CUEAUD03B Operate vision systems
CUEAUD06B Apply a general knowledge of vision systems to work activities
CUESTA01C Install staging elements
CUESTA05C Apply a general knowledge of staging to work activities
CUETGE05C Maintain physical production elements
CUETGE15B Handle physical elements safely during bump-in/bump-out
CUVCRS03B Produce computer-aided drawings
CPPSEC2012A Monitor and control individual and crowd behaviour
SITXOHS003B Identify hazards, and assess and control safety risks

Unit Grid

BSBFIA301A Maintain financial records
BSBITU201A Produce simple word processed documents
BSBITU302A Create electronic presentations
BSBITU306A Design and produce business documents
BSBITU309A Produce desktop published documents
BSBWOR204A Use business technology
CPPSEC2012A Monitor and control individual and crowd behaviour
CUEAUD03B Operate vision systems
CUEAUD06B Apply a general knowledge of vision systems to work activities
CUEFOH03C Provide seating and ticketing advice
CUEFOH04C Usher patrons
CUEFOH08B Process incoming customer orders
CUELGT05B Record and operate standard lighting cues
CUELGT09A Apply a general knowledge of lighting to work activities
CUEPRP02B Research, obtain and prepare props
CUESET05B Apply set construction techniques
CUESOU07B Apply a general knowledge of audio to work activities
CUESTA01C Install staging elements

CUESTA05C Apply a general knowledge of staging to work activities
CUETGE05C Maintain physical production elements
CUETGE15B Handle physical elements during bump in_bump out
CUVCRS03B Produce computer-aided drawings
SITHFAB002C Operate a bar
SITHFAB004A Provide food and beverage service
SITHFAB005A Provide table service of alcoholic beverages
SITHFAB009A Provide responsible service of alcohol
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL004A Source and provide Australian destination information and advice
SITTTSL006B Prepare quotations
SITTTSL008B Book and coordinate supplier services
SITTTSL009B Process travel -related documentation
SITTTSL010B Control reservations or operations using a computerised system
SITTVAF001A Provide venue information and assistance
SITXCOM001A Work with colleagues and customers
SITXCOM002A Work in a socially diverse environment
SITXCOM006A Address protocol requirements
SITXEVT001B Develop and update event industry knowledge
SITXEVT002B Provide event staging support
SITXEVT003B Process and monitor event registrations
SITXEVT004B Coordinate on-site event registrations
SITXFIN002A Maintain financial records
SITXOHS001B Follow health, safety and security procedures
SITXOHS003B Identify hazards, and assess and control safety risks
SRXFAC001B Maintain equipment for activities
SRXFAC002B Maintain sport and recreational facilities