

CERTIFICATE II IN TOURISM – SIT20122

This course is approved for Centrelink Student Payments. Please contact Centrelink for any assistance.

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 on-board form of transportation.

CAREER PROSPECTS

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.

ARTICULATION

Students who successfully complete the Certificate II in Tourism can gain credits for subjects included in the Certificate III in Tourism and the Diploma of Tourism if they decide to continue their studies. Under the Australian Qualifications Framework (AQF) Certificate II is AQF Level II.

AQF1	Certificate I	AQF2	Certificate II	AQF3	Certificate III
AQF4	Certificate IV	AQF5	Diploma	AQF6	Advance Diploma

AWARD

Upon successful completion of all units of competencies in the course, students will be issued with a Certificate II in Tourism. Should a student not complete the entire course then a Statement of Attainment will be given for the units successfully completed.

ENTRY REQUIREMENTS

There is no age limit but applicants should have successfully completed year 10. Mature age and students with prior learning and experience should also apply.

DELIVERY OF THE COURSE

Delivery by on-the-job training, off-the-job training and by the 'self paced' method of learning which allows you greater flexibility in choosing the times you study and the time it takes you to complete the course.

ASSESSMENT STRATEGY

Assessment in this course will be competency based, in that the student will be required to demonstrate competency in a range of tasks. The assessment coding which will apply is either C or NYC, where C is Competent and NYC is Not Yet Competent. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible, fair and cost effective. Assessment strategies encompass a range of techniques, which include, but are not limited to the use of:

- Direct observation of performance
- Oral questioning
- Projects/assignments
- Simulations of workplace activities
- Practical exercises
- Work portfolios

RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFER

Students who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, or have previously completed a course with another Institution, may apply for Recognition of Prior Learning (RPL) or Credit Transfer. For further information, please refer to the Student handbook.

NOMINAL DURATION 200 - 347 Nominal Hours dependant on electives chosen
 5 months Full-time or 9 months Part-time

AUSTRALIAN APPRENTICESHIPS Funding is made available by the Department of Education, Training and Employment.

SERVICES

As part of our ongoing commitment to provide advice and support services we provide to all our clients/students the following services upon request:

- ✓ welfare and guidance services
- ✓ client selection, enrolment and induction/orientation procedures
- ✓ appeals and complaints procedures
- ✓ course information including content and vocational outcomes
- ✓ disciplinary procedures
- ✓ fees/charges, including refund policy and exemptions (where applicable)
- ✓ staff responsibilities for access and equity
- ✓ provision for language, literacy and numeracy assessment
- ✓ Recognition Prior Learning (RPL) & Credit transfer arrangements
- ✓ client support, including any external support the RTO has arranged for clients flexible learning and assessment procedures

Further details of any of the above services may be obtained from your student handbook, pre-course introduction session or contacting any of our staff for a friendly chat.

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QUALIFICATION RULES

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

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- 5 core units
- 6 elective units, consisting of:
 - 3 units from Group A
 - 3 units from the list below, elsewhere in the SIT Training Package, or any other current 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:			
UNIT CODE	UNIT NAME	PRE REQUISITES	NOMINAL HOURS
SITTIND003	Source and use information on the tourism and travel industry	Nil	25
SITXCCS011	Interact with customers	Nil	20
SITXCOM007	Show social and cultural sensitivity	Nil	20
SITXWHS005	Participate in safe work practices	Nil	12
SITXCCS009	Provide customer information and assistance	Nil	30
GROUP A ELECTIVE UNITS:			
UNIT CODE	UNIT NAME	PRE REQUISITES	NOMINAL HOURS
SITXCCS010	Provide visitor information	Nil	45
SITXCOM008	Provide a briefing or scripted commentary	Nil	30
SITTTVL001	Access and interpret product information	Nil	35
SITTGDE013	Interpret aspects of local Australian Indigenous culture	Nil	10
GENERAL ELECTIVE UNITS:			
UNIT CODE	UNIT NAME	PRE REQUISITES	NOMINAL HOURS
SITHACS009	Clean premises and equipment	Nil	40
BSBCMM211	Apply communication skills	Nil	40
BSBTWK201	Work effectively with others	Nil	20
BSBSUS211	Participate in sustainable work practices	Nil	20
SITXFIN007	Process financial transactions	Nil	20
SITXFSA005	Use hygienic practices for food safety	Nil	25
SITHFAB021	Provide responsible service of alcohol	Nil	10
SITHFAB025	Prepare & serve espresso coffee	SITXFSA005*	30
SITXCOM006	Source and present information	Nil	60
SITXINV006	Receive, store and maintain stock	Nil	10
SITXCCS012	Provide lost and found services	Nil	10
HLTAID011	Provide first aid	Nil	10

*All pre-requisites for accredited units must be trained and assessed prior to the start of training for the required unit. Students must gain competency in the pre-requisite unit prior to the start of training for the unit with the pre-requisite.