

CERTIFICATE IV IN TRAVEL AND TOURISM – SIT40122

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

This qualification reflects the role of individuals who use a broad range of sales and marketing or operational skills combined with sound knowledge of industry operations. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. Many people have supervisory responsibilities and plan, monitor and evaluate the work of team members. 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. The qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

CAREER PROSPECTS

This qualification provides a pathway to work in any sector of the tourism and travel industry as a supervisor or senior operations or sales coordinator. This qualification allows for multi skilling and for specialisation in operations or marketing. Possible job titles include: account manager, assistant manager, marketing coordinator, operations supervisor, product coordinator, promotions officer, reservations sales or call centre supervisor, senior operations coordinator, senior or supervisory retail consultant, sales coordinator, sales executive.

ARTICULATION

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

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 IV 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

It is strongly recommended that individuals entering this qualification hold SIT30116 Certificate III in Tourism or SIT31216 Certificate III in Travel. Entry to this qualification is open to individuals who are able to demonstrate tourism and travel industry knowledge, customer service and operational skills. The individual must either:

1. Be formally assessed through a training program or recognition process OR
2. Have relevant tourism and travel industry employment experience. A job that has involved the application of skills described in one of the unit clusters would be a satisfactory indicator for entry. A determination need not involve a formal process of measuring, evaluating or recording performance against the units of competency.

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:

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|---------------------------------------|-----------------------|------------------------|
| ➤ 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 383 - 850 Nominal Hours 12 Months Full-time or 24 months Part-time

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:

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|---|---|
| ✓ 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 IV in Travel and Tourism 19 units must be completed:

- 7 core units
- 12 elective units, consisting of:
 - 6 units from Group A
 - 6 additional units from Group A, Group B, or Group C, or 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
SITXCCS015	Enhance customer service experiences	Nil	40
SITXCOM007	Show social and cultural sensitivity	Nil	20
SITXCOM010	Manage conflict	Nil	15
SITXFIN008	Interpret financial information	Nil	60
SITXHRM007	Coach others in job skills	Nil	20
SITXWHS007	Implement and monitor work health and safety practices	Nil	30
GROUP A ELECTIVE UNITS			
UNIT CODE	UNIT NAME	PRE REQUISITES	NOMINAL HOURS
SITXCCS010	Provide visitor information	Nil	35
SITTTVL001	Access and interpret product information	Nil	60
SITTTVL004	Sell tourism products and services	Nil	45
SITTTVL005	Prepare customer quotations	Nil	30
SITTTVL006	Book tourism products and process documentation	Nil	30
SITTTVL007	Use a computerised reservations or operations system	Nil	120
SITTGDE016	Lead tour groups	Nil	30
SITTGDE017	Prepare and present tour commentaries or activities	Nil	70
SITTGDE018	Develop and maintain the general and regional knowledge required by guides	Nil	100
GROUP C ELECTIVE UNITS			
UNIT CODE	UNIT NAME	PRE REQUISITES	NOMINAL HOURS
BSBWRT411	Write complex documents	Nil	50
SITXCCS017	Use a computerised booking system	Nil	
SITXCCS018	Make bookings and process documentation	Nil	
SITXCCS019	Prepare quotations	Nil	
BSBSUS211	Participate in sustainable work practices	Nil	20
SITXFIN007	Process financial transactions	Nil	20
SITXFIN009	Manage finances within a budget	Nil	30
HLTAID011	Provide first aid	Nil	18
SITXHRM008	Roster staff	Nil	30
SITXHRM009	Lead and manage people	Nil	60
SITXMGT004	Monitor work operations	Nil	30
SITXWHS006	Identify hazards, assess and control safety risks	Nil	30