



SIT20125 Certificate II in Tourism

Course	12 Months Full Time	11 Units must be	5 core (mandatory) units
Duration:	24 months Part Time	completed:	6 elective units

This qualification is designed for individuals beginning a career in tourism, equipping them with essential operational skills and foundational industry knowledge to confidently perform routine tasks within a supervised workplace environment.

It offers pathways into a variety of tourism and travel sectors, preparing learners for roles with employers including travel agencies, tour operators and wholesalers, holiday parks and resorts, attractions, cultural and heritage sites, as well as small tourism businesses.

Prepares Learners for diverse work environments, from office-based planning of tourism and travel services to hands-on roles delivering experiences and supporting operations through customer service, housekeeping, and grounds maintenance.

Completion of this qualification does not guarantee employment or any specific employment outcome.

While Careers Training Centre may assist students in identifying suitable workplace opportunities for practical training, students are responsible for securing access to a workplace to meet the course requirements.

How the Course Is Delivered

Training is delivered via a blended learning model, incorporating workplace-based learning supported by a combination of face-to-face training and online learning sessions delivered by a qualified Trainer/Assessor.

This approach enables learners to gain practical, on-the-job skills supported by underpinning knowledge delivered through structured training sessions.

Assessment is conducted when the learner is deemed ready and confident, and may include a combination of the following methods:

- Written questions and projects
- Demonstrations and observations
- Third-party reports completed by workplace supervisors

All assessment activities are designed to reflect real workplace expectations within the hospitality industry and are conducted in accordance with the requirements of SIT20125 Certificate II in Tourism and the relevant national training package.

Student Support and Services

Learners enrolled with Careers Training Centre have access to a range of support services to assist them throughout their studies. This includes access to trainer support, learning resources, and Language, Literacy, Numeracy and Digital (LLND) assistance where required.

Learners are also supported through established policies and procedures, including complaints and appeals processes to ensure fair and transparent outcomes.

Further information regarding student support services, policies, and procedures is available in the Student Handbook, which is provided to all students prior to enrolment.

Learner's data is collected in accordance with NCVET requirements. Please refer to our Privacy Policy.

Entry Requirements

There are no formal entry requirements for this qualification. However:

- Learners must have access to a suitable workplace environment
- A qualified workplace supervisor must be available
- Learners should have **basic Language, Literacy, Numeracy and Digital (LLND) skills** to participate in training and assessment

Workplace / Industry Requirements

There are no mandatory workplace requirements for this qualification. Training and assessment may be conducted in an environment to reflect tourism industry conditions. Where possible, learners may apply their skills in a workplace setting. Careers Training Centre may support learners in identifying suitable workplace opportunities; however, placement is not guaranteed.

Trainer/Assessors

Careers Training Centre employs qualified Trainers/Assessors with extensive industry experience. They enjoy supporting others in gaining a nationally recognised Qualification.

Recognition of Prior Learning and Credit Transfers

Learners who can demonstrate they are already competent in the knowledge and skills required for 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 contact Careers Training Centre.

Certificate information

Upon successful completion of all units of competency and general requirements as dictated under the Australian Qualifications Framework (AQF), the student will be issued with a Certificate II in Tourism SIT20125. Should a student not complete the entire course then a Statement of Attainment will be issued for the units successfully completed.

Current CTC Course Content

Five (5) Core Units	
<p>SITTIND003 Source and use information on the tourism and travel industry</p> <p>SITXCCS009 Provide customer information and assistance</p>	<p>SITXCCS011 Interact with customers</p> <p>SITXCOM007 Show social and cultural sensitivity</p> <p>SITXWHS005 Participate in safe work practices</p>
Choose Three (3) Electives from Group A	
<p>SITXCCS010 Provide visitor information</p> <p>SITXCOM008 Provide a briefing or scripted commentary</p>	<p>SITTTVL001 Access and interpret product information</p> <p>SITTGDE013 Interpret aspects of local Australian Indigenous culture</p>
Select Three (3) Electives from the Currently Offered General Elective List	
<p>SITHACS009 Clean premises and equipment</p> <p>BSBCMM211 Apply communication skills</p> <p>BSBTWK201 Work effectively with others</p> <p>BSBSUS211 Participate in sustainable work practices</p> <p>SITXFIN007 Process financial transactions</p>	<p>SITXFSA005 Use hygienic practices for food safety</p> <p>SITHFAB021 Provide responsible service of alcohol</p> <p>SITHFAB025 Prepare and serve espresso coffee</p> <p>SITXCOM006 Source and present information</p>

Enrolment Options

1. Career Start Traineeship	<p>Learner is employed full time or part time (they are not a school student)</p> <p>Training is partly funded by the Queensland Government</p>	<p>Cost to the Learner: Co-contribution:</p> <p>Between \$600 and \$900, depending on elective units chosen. Concessions may be applicable and CTC offers a payment plan.</p>	
2. Career Start General Training Pathway	<p>Learner does not have to be employed (they must not be a school student)</p> <p>CTC may support learners in identifying suitable volunteer work placement opportunities; however, placement is not guaranteed.</p> <p>Training is partly funded by the Queensland Government</p>	<p>Cost to the Learner: Co-contribution</p> <p>CTC offers a payment plan.</p>	
		<p>No Concession</p>	<p>Approved Concession</p>
		<p>\$1650.00</p>	<p>\$1210.00</p>
3. Fee for Service	<p>Learner is not employed and does not qualify for General Training Pathway funding support.</p> <p>CTC may support learners in identifying suitable volunteer work placement opportunities; however, placement is not guaranteed.</p> <p>Qualification is fully funded by the Learner</p>	<p>Full Cost to the Learner: \$3,190.00</p>	
		<p>Deposit</p>	<p>3 x Instalments</p>
		<p>\$490.00</p>	<p>\$900.00</p>
4. VETiS General Training Pathway	<p>Learner is a student enrolled in Years 10, 11 or 12 in a Queensland secondary school</p> <p>CTC may support learners in identifying suitable volunteer work placement opportunities; however, placement is not guaranteed.</p> <p>Training is fully funded by the Queensland Government</p>	<p>No Cost to the Learner:</p> <p>School students do not have to pay any student or co-contribution fees for the VETiS 2026 program.</p>	

Under funding rules Careers Training Centre **must collect a co-payment from the Learner. This is set by the Queensland Government*

For further information on payment terms, conditions, and applicable refunds, please refer to the Student Handbook and Fees and Refund Policy.