
Certificate II in Tourism (Operations)

THT20502

Description

This entry-level qualification is flexible and broadly-based and is designed to meet a broad range of industry needs. The tourism context for this qualification will vary and this context must guide the selection of elective units. The types of enterprise to which this qualification may apply include any business that operates in a tourism context including: Tour Operators, Attractions, Visitor Information Centres, Cruise Operators, Museums

Suggested Entry Competencies

There are no prerequisites for entry to Level 2.

Requirements

5 Core Units + 6 Elective Units = 11 Units.

Duration

One year full-time; two years part-time.

On-The-Job Training

Much of the training is delivered on-the-job through reading, interacting with colleagues and completing useful project work. You only need to attend off-the-job training if a competency cannot be acquired at the workplace.

Recognition of Current Competencies (RCC)

You may already have many of the skills required to qualify for this qualification. There is no need to be trained in things you can already do. NDA will assess current skills and give recognition for relevant competencies.

Units

Core Units

THHCOR01B	Work with colleagues and customers
THHCOR02B	Work in a socially diverse environment
THHCOR03B	Follow health, safety and security procedures
THTTCO01B	Develop and update tourism industry knowledge
THHGCS01B	Develop and update local knowledge

Electives – Choose six units

Six (6) units with at least two (2) from one or more of the areas of the Tourism Training Package specified below:

Sales/Office Operations
Guiding
Tour Operations
Wine Tourism
Meetings and Events
Attractions and Theme Parks

Remaining units may be selected from any relevant endorsed Training Package. In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the level of the qualification.

Suggested elective units:

THHGGA01B	Communicate on the telephone
THHGGA02B	Perform office procedures
BSBCMN205A	Use business technology
BSBCMN207A	Prepare and process financial/business documents
BSBCMN213A	Produce simple word-processed documents
THHGCS03B	Deal with conflict situation

