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# Certificate II in Tourism SIT20107

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## 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. 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.

## Suggested Entry Competencies

There are no prerequisites for entry to this qualification

## Requirements

4 Core Units + 7 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

### 4 Core Units

- SITXCOM001A Work with colleagues and customers
- SITXCOM002A Work in a socially diverse environment
- SITXOHS001A Follow health, safety and security procedures
- SITTIND001A Develop and update tourism industry knowledge

### 7 Elective units

A minimum of 3 elective units must be chosen from the list below. The remaining 4 elective units may be selected from below or any 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.

### Accommodation Services

- SITHACS006A Clean premises and equipment

### Administration

- SITXADM001A Perform office procedures
- SITXADM002A Source and present information

### Client and customer service

- SITXCCS001A Provide visitor information
- SIRXCCS001A Apply point-of-sale handling procedures



**Communication and teamwork**

SITXCOM004A Communicate on the telephone

**Computer Operations and ICT management**

BSBADM305A Create and use databases

BSBCMN108A Develop keyboard skills

BSBCMN205A Use business technology

BSBCMN213A Produce simple word-processed documents

BSBCMN214A Create and use simple spreadsheets

**Environmental sustainability**

SITXENV001A Participate in environmentally sustainable work practices

Events

SITXEVT003A Process and monitor events registrations

**Finance**

SITXFIN001A Process financial transactions

**First Aid**

HLTFA301B Apply first aid

**Food and Beverage**

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITHFAB010A Provide and serve non-alcoholic beverages

SITHFAB011A Develop and update food and beverage knowledge

SITHFAB005A Prepare and serve espresso coffee

FDFCDSSTA Conduct a standard product tasting

**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

**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

**Risk Management and security**

SIRXRSK001A Minimise theft

**Sales**

SIRXSL001A Sell products and services

SIRXSL002A Advise on products and services

**Tour Operations**

SITTOP002A Load touring equipment and conduct pre-departure checks

TDTC197B Drive vehicle

**Tourism Sales and Operations**

SITTSL001A Operate an online information service

SITTSL002A Access and interpret product information

SITTSL003A Source and provide international destination information and advice

SITTSL004A Source and provide Australian destination information and advice

SITTSL007A Receive and process reservations

SITTSL009A Process travel-related documents

**Venue and Facility Operations**

SITVAF002A Provide a briefing or scripted commentary

SITVAF004A Load and unload a ride

**Suggested elective units:**

**Office assistant for a small tour operator**

SITXCOM004A Communicate on the telephone

SITXADM001A Perform office procedures

BSBCMN108A Develop keyboard skills

BSBCMN205A Use business technology

BSBCMN213A Produce simple word-processed documents

SITTSL007A Receive and process reservations

SITTSL009A Process travel-related documents

**Retail sales assistant in an attraction**

SIRXCCS001A Apply point-of-sale handling procedures

SIRXRSK001A Minimise theft

SIRXSL001A Sell products and services

SIRXSL002A Advise on products and services

SITHFAB010A Prepare and serve non-alcoholic beverages

SITXCCS001A Provide visitor information

SITXLAN1\_\_A Conduct basic workplace oral communication in a language other than English