
Certificate III in Tourism SIT30107

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales, operational and tour delivery 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 qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgment and relevant theoretical knowledge.

They may provide technical advice and support to a team. Individuals with this qualification are able to work in multiple tourism industry sectors and enterprise types. This qualification is very flexible and is designed to meet a broad range of 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 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

5 Core Units + 10 Elective Units = 15 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

5 Core Units

SITTIND001A	Develop and update tourism industry knowledge
SITXCCS001A	Provide visitor information
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001A	Follow health, safety and security procedures

10 Elective Units

- o a minimum of 6 elective units must be selected from the list below
- o the remaining 4 elective units may be selected from any endorsed Training Package
- o a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

Accommodation Services

SITHACS006A Clean premises and equipment

Administration

SITXADM001A Perform office procedures

SITXADM002A Source and present information

BSBEBUS401A Conduct online research

Client and Customer Service

SIRXCCS001A Apply point-of-sale handling procedures

Communication and Teamwork

SITXCOM003A Deal with conflict situations

SITXCOM004A Communicate on the telephone

Computer Operations and ICT Management

BSBADM304A Design and develop text documents

BSBADM305A Create and use databases

BSBADM306A Create electronic presentations

BSBCMN108A Develop keyboard skills

BSBCMN205A Use business technology

BSBCMN213A Produce simple wordprocessed documents

BSBCMN214A Create and use simple spreadsheets

BSBCMN306A Produce business documents

BSBEBUS403A Communicate electronically

E-Business

BSBEBUS404A Trade online

BSBEBUS405A Conduct online financial transactions

BSBEBUS407A Review and maintain the business aspects of a website

BSBEBUS408A Implement and monitor delivery of quality customer service online

Environmental Sustainability

SITXENV002A Implement and monitor environmentally sustainable work practices

Events

SITXEVT001A Develop and update event industry knowledge

SITXEVT002A Provide event staging support

SITXEVT003A Process and monitor event registrations

SITXEVT004A Coordinate on-site event registrations

Finance

SITXFIN001A Process financial transactions

SITXFIN002A Maintain financial records

BSBADM309A Process accounts payable and receivable

First Aid

HLTFA301B Apply first aid

HLTFA302A Provide first aid in remote situation

Food and Beverage

SITHFAB003A Serve food and beverage to customers

SITHFAB004A Provide food and beverage service

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITHFAB010A Prepare and serve non-alcoholic beverages

SITHFAB011A Develop and update food and beverage knowledge

SITHFAB012A Prepare and serve espresso coffee

FDFCDSSTTA Conduct a standard product tasting

FDFCDSWTB Promote wine tourism information

Guiding

SITTGDE001A Work as a guide

SITTGDE002A Provide arrival and departure assistance

SITTGDE004A Lead tour groups

SITTGDE006A Prepare and present tour commentaries or activities

SITTGDE007A Develop and maintain the general and regional knowledge required by guides

SITTGDE008A Research and share general information on Australian Indigenous cultures

SITTGDE009A Interpret aspects of local Australian Indigenous culture

SITTGDE010A Prepare specialised interpretive content on flora, fauna and landscape

SITTGDE011A Prepare specialised interpretive content on marine environments

SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments

Human Resource Management

SITXHRM001A Coach others in job skills

Inventory

SITXINV001A Receive and store stock

SITXINV002A Control and order 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

- SITXLAN3__A Conduct workplace oral communication in a language other than English
- SITXLAN5__A Read and write workplace information in a language other than English

Merchandising

- SIRXMER001A Merchandise products

Occupational Health and Safety

- SITXOHS002A Follow workplace hygiene procedures
- SITXOHS003A Identify hazards, and assess and control safety risks

Planning and Product Development

- SITPPD005A Plan and develop interpretive activities

Risk Management and Security

- PRSSO211A Monitor and control individual and crowd behaviour
- PRSSO217A Provide lost and found facility
- 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
- SITTOP003A Operate and maintain a 4WD tour vehicle
- SITTOP005A Provide camp site catering
- TDTB397B Carry out vehicle servicing and maintenance
- TDTC197B Drive vehicle
- TDTC897B Drive coach/bus

Tourism Sales and Office Operations

- SITTSLO001A Operate an online information system
- SITTSLO002A Access and interpret product information
- SITTSLO003A Source and provide international destination information and advice
- SITTSLO004A Source and provide Australian destination information and advice
- SITTSLO005A Sell tourism products and services
- SITTSLO006A Prepare quotations
- SITTSLO007A Receive and process reservations
- SITTSLO008A Book and coordinate supplier services
- SITTSLO009A Process travel-related documentation
- SITTSLO010A Control reservations or operations using a computerised system
- SITTSLO011A Maintain a product inventory

Venue and Facility Operations

- SITTVAF002A Provide a briefing or scripted commentary
- SITTVAF003A Operate a ride location
- SITTVAF004A Load and unload a ride
- SITTVAF005A Operate a games location

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Guide and salesperson in an Indigenous cultural centre

- CUVPRP03A Develop and apply knowledge of Aboriginal or Torres Strait Islander cultural arts
- SIRXCCS001A Apply point-of-sale handling procedures
- SIRXRSK001A Minimise theft
- SIRXSL001A Sell products and services
- SIRXSL002A Advise on products and services
- SITTGDE001A Work as a guide
- SITTGDE007A Develop and maintain the general and regional knowledge required by guides
- SITTGDE008A Research and share general information on Australian Indigenous cultures
- SITXADM001A Perform office procedures
- SITXINV001A Receive and store stock

Cellar door sales person and guide in a winery

- DFCDSSTTA Conduct a standard product tasting
- DFCDSWTB Promote wine tourism information
- SIRXCCS001A Apply point-of-sale handling procedures
- SIRXSL001A Sell products and services
- SIRXSL002A Advise on products and services
- SITHFAB005A Provide table service of alcoholic beverages
- SITHFAB009A Provide responsible service of alcohol
- SITTGDE001A Work as a guide
- SITTGDE006A Prepare and present tour commentaries or activities
- SITXINV001A Receive and store stock

Attendant and guide in a museum

- CULMS201B Develop and apply knowledge of the museum industry
- CULMS205B Observe and report basic condition of collection
- CULMS207B Assist with the presentation of public activities and events
- CULMS412B Record and maintain collection information

- SIRXCCS001A Apply point-of-sale handling procedures
- SIRXSLS001A Sell products and services
- SIRXSLS002A Advise on products and services
- SITTGDE001A Work as a guide
- SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments
- SITTVAF002A Provide a briefing or scripted commentary

Attendant in an attraction or theme park

- HLTFA301B Apply first aid
- SIRXCCS001A Apply point-of-sale handling procedures
- SIRXSLS001A Sell products and services
- SITHACS006A Clean premises and equipment
- SITHFAB003A Serve food and beverage to customers
- SITHFAB010A Prepare and serve non-alcoholic beverages
- SITTVAF002A Provide a briefing or scripted commentary
- SITTVAF003A Operate a ride location
- SITTVAF004A Load and unload a ride
- SITXLAN1__A Conduct basic workplace oral communication in a language other than English

Reservation sales agent for a tour operator

- BSBEBUS302A Use and maintain electronic mail system
- SITTOP002A Load touring equipment and conduct pre-departure checks
- SITTTSL001A Operate an online information system
- SITTTSL002A Access and interpret product information
- SITTTSL005A Sell tourism products and services
- SITTTSL006A Prepare quotations
- SITTTSL007A Receive and process reservations
- SITTTSL009A Process travel-related documentation
- SITTTSL010A Control reservations or operations using a computerised system
- SITXADM001A Perform office procedures

Remaining units may be selected from above or any relevant endorsed Training Package.