
Certificate III in Tourism (Visitor Information Services) SIT30407

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales and operational skills. Work would be undertaken in a visitor information centre where information is provided and where some planning of customer's travel and touring arrangements may take place. Centres can be stand-alone shop front and office environments or can be attached to another facility, such as a winery or coffee shop. 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 the visitor information sector of the tourism industry or for destination marketing companies who fulfill dual information and sales functions for particular tourism destinations.

Suggested Entry Competencies

There are no prerequisites for entry to this qualification

Requirements

13 Core Units + 5 Elective Units = 18 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

SITXADM001A	Perform office procedures
SITXCCS001A	Provide visitor information
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM004A	Communicate on the telephone
SITXOHS001A	Follow health, safety and security procedures
SITTIND001A	Develop and update tourism industry knowledge
SITTSLO01A	Operate an online information system

SITTSLO02A	Access and interpret product information
SITTSLO04A	Source and provide Australian destination information and advice
SITTSLO05A	Sell tourism products and services
BSBCMN205A	Use business technology
BSBCMN306A	Produce business documents

Electives – Choose four units

- o a minimum of 3 elective units must be selected from the list below



- o the remaining 2 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.

Administration

SITXADM003A Write business documents

Client and Customer Service

SIRXCCS001A Apply point-of-sale handling procedures

Communication and Teamwork

SITXCOM003A Deal with conflict situations

SITXCOM005A Make presentations

SITXCOM006A Address protocol requirements

Computer Operations and ICT Management

BSBADM304A Design and develop text documents

BSBADM305A Create and use databases

BSBADM306A Create electronic presentations

BSBCMN108A Develop keyboard skills

BSBCMN214A Create and use simple spreadsheets

BSBEBUS302A Use and maintain electronic mail system

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

SITXFIN003A Interpret financial information

BSBADM309A Process accounts payable and receivable

Food and Beverage

SITHFAB003A Serve food and beverage to customers

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

FDFCDSSTA Conduct a standard product tasting

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

Occupational Health and Safety

SITXOHS003A Identify hazards, and assess and control safety risks

Marketing and Public Relations

SITXMPR001A Coordinate production of brochures and marketing materials

SITXMPR002A Create a promotional display or stand

SITXMPR004A Coordinate marketing activities

Merchandising

SIRXMER001A Merchandise products

Planning and Product Development

SITPPD002A Research tourism data

SITPPD003A Source and package tourism products

Sales

SIRXSL001A Sell products and services

SIRXSL002A Advise on products and services

Tourism Sales and Operations

SITTTSL006A Prepare quotations

SITTTSL007A Receive and process reservations

SITTTSL008A Book and coordinate supplier services

- SITTTSL009A Process travel-related documentation
- SITTTSL010A Control reservations or operations using a computerised system
- SITTTSL011A Maintain a product inventory

Venue and Facility Operations

- SITTVAF002A Provide a briefing or scripted commentary

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

Information officer

- SIRXMER001A Merchandise products
- SIRXSL001A Sell products and services
- SITTTSL009A Process travel-related documentation
- SITXFIN001A Process financial transactions
- SITXMPR002A Create a promotional display or stand

Booking agent or sales consultant

- SITTTSL006A Prepare quotations
- SITTTSL008A Book and coordinate supplier services
- SITTTSL009A Process travel-related documentation
- SITTTSL010A Control reservations or operations using a computerised system
- SITXFIN002A Maintain financial records