

# CERTIFICATE II TOURISM

Vocational Education & Training

CODE: VTO



QUALIFICATION: SIT20116 CERTIFICATE II TOURISM

## COURSE OVERVIEW

<http://training.gov.au> - Please refer to the training.gov.au website for specific information about the qualification. The Certificate II qualification provides students with the basic skills and knowledge to complete a range of tourism technical activities. The qualification will provide a pathway to work in many tourism and travel industry sectors including travel agencies, tour wholesalers, tour operators, attractions, cultural and heritage sites and any small tourism business.

Student support services are available in accordance with the VET Subject Handbook.

## DURATION

One Year

## COURSE UNITS

To attain a Certificate II Tourism, 11 units of competency must be achieved:

### UNIT CODE

### UNIT NAME

#### CORE:

SITTIND001	Source and use information on the tourism and travel industry
SITXCCS003	Interact with customers
SITXCOM002	Show social and cultural sensitivity
SITXWHS001	Participate in safe work practices

#### ELECTIVE:

BSBWOR203	Work effectively with others
SITXCCS001	Provide customer information and assistance
SITXCCS002	Provide visitor information
BSBCMM201	Communicate in the workplace
SITXCOM003	Provide a briefing or scripted commentary
SITTTSL001	Operate online information systems
SITTTSL002	Access and interpret product information

## ASSESSMENT TECHNIQUES

The emphasis in this subject is on completing tasks in a competent manner. Assessment will be delivered using a variety of techniques:

- Project; Practical Activities; Computing Tasks; Folio of Collected Evidence of Competency

Students must achieve competency at every task in order to be issued with a full certificate at the completion of this course.

## SPECIAL REQUIREMENTS

No student may enrol in this course without a valid USI. Due to the technological component of this course, participation in the College's BYOx programme is strongly encouraged.

## CAREER OPPORTUNITIES & PATHWAYS

Students are provided with a pathway that can lead to an office environment position where the planning of tourism and travel products and services takes place. Possible job titles include:

- Documentation clerk for a tour wholesaler or travel agency; Museum attendant; Office assistant for a tour operator; Receptionist and office assistant for a professional conference organiser or event management business; Receptionist and office assistant in a travel agency; Retail sales assistant in an attraction; Ride attendant in an attraction.

Other specific industry qualifications available at <http://training.gov.au>.

### Disclaimer:

*"The College must have certain teachers and equipment to run this course. If the school loses access to these resources, the school will attempt to provide students with alternative opportunities to complete the course and the related qualifications. The school retains the right to cancel the vocational component of the course if it is unable to meet requirements."*

*Details correct at time of publication, but subject to change*