

# CERTIFICATE II IN TOURISM

Vocational Education & Training

CODE: VTR



QUALIFICATION: SIT20122 CERTIFICATE II in 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 & FUNDING

This course has been designed to be delivered and assessed within a 12month period. Please refer to the College website for subject costs.

## COURSE UNITS

To attain a Certificate II in Tourism, **ALL** 11 units must be achieved:

Core Unit (5 UNITS)		Elective Units: (5 UNITS)	
SITTIND003	Source and use information on the tourism and travel industry	SITXCCS010	Provide visitor information
SITXCCS009	Provide customer information and assistance	SITTGDE013	Interpret aspects of local Australian Indigenous culture
SITXCCS011	Interact with customers	SITTTVL001	Access and interpret product information
SITXCOM007	Show social and cultural sensitivity	SITXCOM008	Provide a briefing or scripted commentary
SITXWHS005	Participate in safe work practices	CUA EVP211	Assist with the staging of public activities or events
		SIRXCEG008	Manage disrespectful, aggressive or abusive customers

## 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.
- **Excursions are offered as a part of this course and will be invoiced additionally to subject fees.**

## 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."*