



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIT20107 Certificate II in Tourism**

**Revision Number: 1**

## SIT20107 Certificate II in Tourism

### Modification History

Not applicable.

### 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.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

#### Job roles

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.

In some sectors of the industry there are no job outcomes at Certificate II level. Specialist Certificate III qualifications should be selected for the appropriate job outcome, e.g. guiding, travel consultancy or tour coordination.

Possible job titles include:

- office assistant for a small tour operator
- documentation clerk for a tour wholesaler
- receptionist and office assistant in a professional conference organiser
- receptionist and office assistant in a retail travel agency
- retail sales assistant in an attraction
- museum attendant.

#### Prerequisite requirements

There are no prerequisites for entry to this qualification.

### Pathways Information

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

### EMPLOYABILITY SKILLS SUMMARY

#### SIT20107 Certificate II in Tourism

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Communication</b>	Communicating with colleagues, supervisors and suppliers or agents to assist with the coordination of customer's tourism experience; interpreting verbal and written information on tourism product conditions and customer requirements; providing clear and accurate verbal and written information to customers and suppliers or agents in a culturally appropriate manner to ensure a positive tourism experience.
<b>Teamwork</b>	Working as a team member, taking instructions from others and understanding own role in servicing the needs of the tourism customer; supporting other team members to coordinate tourism sales and operational activities to achieve quality service delivery of the tourism product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
<b>Problem solving</b>	Thinking about problems that relate to own role in tourism sales and operational activities; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers or agents in solving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with tourism products.
<b>Initiative and enterprise</b>	Identifying and discussing better ways to coordinate tourism sales and operational activities and to manage safety risks by participating in group risk assessment activities.
<b>Planning and organising</b>	Collecting, analysing and organising customer, product and supplier or agent information to allow for efficient coordination of tourism sales and operational activities; using appropriate predetermined policies and procedures to guide tourism selling and operational activities.

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Self-management</b>	Understanding and complying with the legal responsibilities that apply to own role in servicing the tourism customer; knowing own job role and responsibilities in tourism sales and operational activities; seeking feedback and guidance from supervisors on success in coordinating tourism activities.
<b>Learning</b>	Knowing the structure of, networks within and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and suppliers or agents.
<b>Technology</b>	Understanding the operating capability of, selecting and using computer systems and software that assist in tourism sales and operational activities; correctly using equipment to ensure personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

## Packaging Rules

### QUALIFICATION RULES

To achieve a Certificate II in Tourism, 11 units must be completed:

- all 4 core units
- 7 elective units:
  - a minimum of 3 elective units must be selected from the list below
  - the remaining 4 elective units may be selected from this or another endorsed Training Package or accredited course
  - 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.

### CORE UNITS

SITTIND001B	Develop and update tourism industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures

## **ELECTIVE UNITS**

### **Accommodation Services**

SITHACS006B	Clean premises and equipment
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### **Administration**

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information

### **Client and Customer Service**

SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures

### **Communication and Teamwork**

SITXCOM004A	Communicate on the telephone
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**Computer Operations and ICT Management**

BSBITU301A	Create and use databases
BSBITU102A	Develop keyboard skills
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU202A	Create and use spreadsheets

**Environmental Sustainability**

SITXENV001A	Participate in environmentally sustainable work practices
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**Events**

SITXEVT003B	Process and monitor event registrations
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**Finance**

SITXFIN001A	Process financial transactions
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**First Aid**

HLTFA301B	Apply first aid
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**Food and Beverage**

SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB222A	Conduct a product tasting for alcoholic beverages

**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
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**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
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<b>Risk Management and Security</b>	
SIRXRSK001A	Minimise theft
<b>Sales</b>	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
<b>Tour Operations</b>	
SITTTOP002A	Load touring equipment and conduct pre-departure checks
TLIC107C	Drive vehicle
<b>Tourism Sales and Operations</b>	
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL007B	Receive and process reservations
SITTTSL009B	Process travel-related documentation
<b>Venue and Facility Operations</b>	
SITTVAF002A	Provide a briefing or scripted commentary
SITTVAF004A	Load and unload a ride

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

***Office assistant for a small tour operator***

BSBITU102A Develop keyboard skills  
BSBWOR204A Use business technology  
BSBITU201A Produce simple word processed documents  
SITTTSL007B Receive and process reservations  
SITTTSL009B Process travel-related documentation  
SITXADM001A Perform office procedures  
SITXCOM004A Communicate on the telephone

***Retail sales assistant in an attraction***

SIRXCCS001A Apply point-of-sale handling procedures  
SIRXRSK001A Minimise theft  
SIRXSLS001A Sell products and services  
SIRXSLS002A Advise on products and services  
SITHFAB010C Prepare and serve non-alcoholic beverages  
SITXCCS001B Provide visitor information  
SITXLAN1\_\_A Conduct basic workplace oral communication in a language other than English

***Museum attendant***

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  
SIRXCCS001A Apply point-of-sale handling procedures  
SIRXSLS001A Sell products and services  
SITTVAF002A Provide a briefing or scripted commentary  
SITXCCS001B Provide visitor information

## **Unit Grid**

BSBITU102A Develop keyboard skills  
BSBITU201A Produce simple word processed documents  
BSBITU202A Create and use spreadsheets  
BSBITU301A Create and use databases  
BSBWOR204A Use business technology  
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  
HLTFA301B Provide first aid  
SIRXCCS001A Apply point-of-sale handling procedures  
SIRXRSK001A Minimise theft  
SIRXSLS001A Sell products and services  
SIRXSLS002A Advise on products and services  
SITHACS006B Clean premises and equipment  
SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol  
SITHFAB010C Prepare and serve non alcoholic beverages  
SITHFAB011A Develop and update food and beverage knowledge  
SITHFAB012B Prepare and serve espresso coffee  
SITHFAB222A Conduct a product tasting for alcoholic beverages  
SITTGDE008A Research and share general information on Australian Indigenous cultures  
SITTGDE009A Interpret aspects of local Australian Indigenous culture  
SITTIND001B Develop and update tourism industry knowledge  
SITTTOP002A Load touring equipment and conduct pre-departure checks  
SITTTSL001A Operate an online information system  
SITTTSL002A Access and interpret product information  
SITTTSL003A Source and provide international destination information and advice  
SITTTSL004A Source and provide Australian destination information and advice  
SITTTSL007B Receive and process reservations  
SITTTSL009B Process travel -related documentation  
SITTVAF002A Provide a briefing or scripted commentary  
SITTVAF004A Load and unload a ride  
SITXADM001A Perform office procedures  
SITXADM002A Source and present information  
SITXCCS001B Provide visitor information  
SITXCOM001A Work with colleagues and customers  
SITXCOM002A Work in a socially diverse environment  
SITXCOM004A Communicate on the telephone  
SITXENV001A Participate in environmentally sustainable work practices  
SITXEVT003B Process and monitor event registrations  
SITXFIN001A Process financial transactions  
SITXINV001A Receive and store stock  
SITXOHS001B Follow health, safety and security procedures  
SITXOHS002A Follow workplace hygiene procedures  
TLIC107C Drive vehicle