

Tourism, Hospitality and Events (SIT07)

**Certificate II in Tourism
(SIT20107)**

**Nationally accredited training
From The Australian Salesmasters
Training Company**



Version 1, 22/01/2009

About

The Australian Salesmasters Training Company

Since 1985, The Australian Salesmasters has been coaching and counselling both individuals and companies in the field of improvement.

More recently, as a Registered Training Organisation (RTO # 6854) we have assisted a multitude of small, medium and large businesses grow with their Government Funded Training Programs.

Currently delivering programs in all States of Australia, The Australian Salesmasters motto of "don't blame them...TRAIN THEM" has been adopted by many of the nation's most progressive companies.

THE QUALIFICATION

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.

Why use Australian Salesmasters?

It is an undisputed fact that people enjoy their work better and are more efficient and productive when they are well skilled in what it is that they need to do.

The Australian Salesmasters has been delivering learning and development programs both nationally and internationally since 1985. More recently, as a Registered Training Organisation, RTO # 6854, we have been focused on delivering "how to" strategies and tactics in workplace training, productivity, performance and leadership effectiveness solutions. All these solutions are based on nationally agreed industry standards and are **personalised** depending on the clients needs.

We are keen to assist you and your people achieve their full potential and better align individual goals and competencies with organisational objectives. The results are measurable and lead to sustained improvements in your organisation.

All our trainers are Government accredited and have vast practical and theoretical knowledge on the programs they facilitate. All programs are experiential and a variety of training mediums are used.

At the Australian Salesmasters, you'll partner with a company that has been at the cutting edge of employee learning and development for over 20 years.

Program Objectives

Programs are designed to build and sharpen critical skills and knowledge required to positively impact on the outcomes of your business.

Some of the outcomes are:

- measurable improvement against key organisational performance measures
- increased motivation through the use of real, action-based projects within the workplace
- a safer, more productive workplace
- development of a team-based culture
- introduction of continuous improvement tools within existing systems
- development of a sustainable learning environment.

Customer satisfaction is the primary aim for Australian Salesmasters ensuring that the courses:

- are completed on-the-job in an agreed timeframe and format
- minimise disruption through classroom training as required
- recognise prior learning and experience
- focus upon what needs to be learned
- are contextualised to meet business needs
- available via the internet (selected courses)

Course Description

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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.

Course Opportunities – 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 assistance 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.

Pathways

By successfully completing the Certificate II in Tourism, candidates are eligible for selection into the Certificate III in Tourism (SIT30107).

Entry Requirements

There are no formal entry requirements although it is expected that candidates will have substantial work experience.

Induction and Enrolment

A representative of The Australian Salesmasters will meet with you at an agreed time to induct you into this course.

You may complete the enrolment documentation immediately following your induction or at another time specifically set aside for enrolment.

Delivery Method

Delivery will comprise of supervised on-the-job training plus structured classroom training experiences.

Distance learning via the internet is also available in selected modules.

Assessment Method

Assessment will be undertaken in accordance with the relevant applicable legislation.

A variety of assessment methods may be used including:

- Classroom assessment activities
- Project-work
- Simulation
- Demonstration
- Oral and written activities via the classroom
- Written activities via the internet

Policies and Procedures

The policies and procedures applicable to this course are set out in the Australian Salesmasters Candidate Handbook.

A copy of the handbook will be given to you at your enrolment. Please discuss any questions you may have in relation to these policies and procedures with your trainer or supervisor.

Course Duration

This course will be delivered and assessed in the workplace for up to 12 months

Course Structure

SIT20107 Certificate II in Tourism 11 units are required for this qualification comprising:

- 4 core units
- 7 elective unit

Core Units x 4

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

Elective Unit x 7

<input type="checkbox"/>	BSBCMN108A	Develop keyboard skills
<input type="checkbox"/>	BSBCMN205A	Use business technology
<input type="checkbox"/>	BSBCMN213A	Produce simple word processed documents
<input type="checkbox"/>	SITTTSL009A	Process travel-related documentation
<input type="checkbox"/>	SITXADM001A	Perform office procedures
<input type="checkbox"/>	SITXCOM004A	Communicate on the telephone
<input type="checkbox"/>	SITXOHS002A	Follow workplace hygiene procedures

Qualifications

As part of the Australian Qualifications Framework this program is nationally recognised. On successful completion candidates will be awarded the Certificate II in Tourism (SIT20107).

Further Information

For further information regarding this course contact Australian Salesmasters Training Company:

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