



# Tourism, Hospitality and Events (SIT07)

**Certificate III in Tourism  
(Retail Travel Sales)  
(SIT30207)**

**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 range of well-developed retail travel sales and operational skills.

Work would be undertaken in a retail office or shopfront environment where the planning of customer's travel and touring arrangements takes place.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

## 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 modules)

## Course Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed retail travel sales and operational skills

Work would be undertaken in a retail office or shopfront environment where the planning of customer's travel and touring arrangements takes place.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge.

They may provide technical advice and support to a team.

This qualification is suitable for an Australian apprenticeship pathway.

## Course Opportunities – Job Roles

Individuals with this qualification are able to work in the retail travel sector, covering all types of retailers, including those that cover or specialise in leisure, corporate, domestic and international sales. At this level, retail travel personnel can operate in domestic or international sales and this qualification allows for both.

Possible job titles include:

- Travel consultant
- Tour desk consultant
- International travel consultant
- Leisure consultant
- Corporate leisure consultant
- Corporate consultant
- International corporate consultant
- Online consultant
- Mobile travel consultant.

## Pathways

By successfully completing the Certificate III in Tourism, candidates are eligible for selection into the Diploma of Tourism (SIT50107).

## Prerequisite Requirements

There are no prerequisites for entry to this qualification.

## 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.

## Skills Recognition/Prior Learning

Previous learning undertaken at another learning organisation may entitle a candidate to entry into the program with some credit/s.

Alternatively, if a candidate can provide evidence that shows that they have the required skills and knowledge they may be able to have that learning recognised without having to complete all of the training offered by Australian Salesmasters and the employer.

Further details are available in the Australian Salesmasters Candidate Handbook.

## 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 24 months

## Course Structure

SIT30207 Certificate III in Tourism (Retail Travel Sales) 22 units are required for this qualification comprising:

- 16 core units
- 6 elective unit

### Core Units x 16

SITTIND001A	Develop and update tourism industry knowledge
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006A	Prepare quotations
SITTTSL008A	Book and coordinate supplier services
SITTTSL009A	Process travel-related documentation
SITTTSL010A	Control reservations or operations using a computerised system
SITXADM001A	Perform office procedures
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
BSBCMN205A	Use business technology
BSBCMN306A	Produce business documents

### Elective Unit x 6

Please select 6 units from the list below:

<input type="checkbox"/>	SITXCOM003A	Deal with conflict situations
<input type="checkbox"/>	SITXCOM005A	Make presentations
<input type="checkbox"/>	BSBEBUS403A	Communicate electronically
<input type="checkbox"/>	BSBSLS303A	Present a sales solution
<input type="checkbox"/>	BSBSLS304A	Secure prospect commitment
<input type="checkbox"/>	BSBSLS306A	Self manage sales performance
<input type="checkbox"/>	SITXCOM003A	Deal with conflict situations
<input type="checkbox"/>	SITXOHS003A	Identify hazards and control safety risks
<input type="checkbox"/>	SITXENV002A	Implement and monitor environmentally sustainable work practices
<input type="checkbox"/>	BSBCMN317A	Meet customers needs and expectations
<input type="checkbox"/>	BSBCMN410A	Coordinate implementation of customer service strategies
<input type="checkbox"/>	BSBFLM409B	Implement continuous improvement
<input type="checkbox"/>	SITXCOM003A	Deal with conflict situations
<input type="checkbox"/>	BSBEBUS403A	Communicate electronically
<input type="checkbox"/>	BSBEBUS408A	Implement and monitor delivery of quality customer service online
<input type="checkbox"/>	ICTCC101A	Communicate effectively in a customer contact centre
<input type="checkbox"/>	ICTCC111A	Respond to inbound customer contact
<input type="checkbox"/>	ICTCC130A	Provide quality customer service
<input type="checkbox"/>	SITTTSL003A	Source and provide international destination information and advice
<input type="checkbox"/>	SITTTSL013A	Construct normal international airfares
<input type="checkbox"/>	SITTTSL014A	Construct promotional international airfares

## Qualifications

As part of the Australian Qualifications Framework this program is nationally recognised. On successful completion candidates will be awarded the Certificate III in Tourism (Retail Travel Sales) (SIT30207).

## Further Information

For further information regarding this course contact

**Australian Salesmasters Training Company:**

**Suite 317, 30-40 Harcourt Parade,  
Rosebery NSW 2018**

**P O Box 638  
Rosebery NSW 1445**

**P: 02 9700 9333**

**F: 02 9700 8988**

**E: [info@thesalesmasters.com](mailto:info@thesalesmasters.com)**

**W: [www.thesalesmasters.com](http://www.thesalesmasters.com)**

