

Tourism



Certificate III in Tourism (Tour Wholesaling) (SIT30307)

Nationally accredited training
From The Australian Salesmasters
Training Company



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 tourism sales, operational and tour delivery 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 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 courses)

Course Description

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They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Course Opportunities – Job Roles

Individuals with this qualification are able to work in the tour wholesaling sector, covering all types of wholesalers, including inbound tour operators and outbound tour wholesalers.

Possible job titles include:

- Operations consultant for a tour operator
- Reservation sales agent for a tour operator
- Guide and salesperson in an Indigenous cultural centre
- Cellar door salesperson and guide in a winery
- Attendant and guide in a museum
- Attendant in an attraction or theme park
- Senior ride operator in an attraction or theme park.

Pathways

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

Prerequisite Requirements

There are no prerequisites for entry to this qualification.

The minimum age of enrolment for this course is 18 years of age.

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

SIT30307 Certificate III in Tourism (Wholesaling)
19 units are required for this qualification comprising:

- 15 core units
- 1 required unit
- 3 elective units

Core Units x 15

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| SITTIND001A | (Core) Develop and update tourism industry knowledge |
| SITTTSL001A | Operate an online information system |
| SITTTSL002A | Access and interpret product information |
| 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 Units x 3

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| SITXCOM003A | Deal with conflict situations |
| SITXCOM005A | Make presentations |
| SITTTSL007A | Receive and process reservations |

Required Unit x 1

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| SITTTSL003A | Source and provide international destination information and advice |
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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 (Wholesaling) (SIT30307).

Further Information

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

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