



- FACT SHEET -

SIT 20107 Certificate II in Tourism

Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies

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.

Content

The course is nationally accredited and recognised. It consists of a set of competencies that high performing tourism staff should possess. These competencies relate to the areas of:

- Tourism industry knowledge
 - Team effectiveness
 - Personal effectiveness
 - Continuous improvement
 - Customer service
 - Developing work priorities
 - Effective workplace relationships
 - Workplace safety.
- Improved productivity
 - Increased innovation
 - Development of tourism competencies
 - Increased awareness of continuous improvement and customer service
 - Improved facilitation of teams and individuals

Purpose

The purpose of the training program is to develop the skills and knowledge of tourism industry workers.

Program Benefits

- Improved productivity
- Increased innovation
- Development of tourism competencies
- Increased awareness of continuous improvement and customer service
- Improved facilitation of teams and individuals

Units/Modules covered

- SITIND001A 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
- SITTTSL009A Process travel-related documentation
- SITXADM001A Perform office procedures
- SITXCOM004A Communicate on the telephone
- SITXOHS002A Follow workplace hygiene procedures
- SITXCCS001A Provide visitor information
- SITXADM002A Source and present information
- BSBCMN205A Use business technology

Prerequisites

Participants must be over 18 years old.

Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

Assessment

Assessment is comprised of written tasks, practical demonstrations and 3rd party observations. Candidates will be given assessment tasks to complete during the course.

Recognition of Prior Learning (RPL) and Mutual Recognition
Recognition of Prior Learning is given as well as recognition of competencies gained through other formal study.



NATIONALLY RECOGNISED
TRAINING

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The training you need to excel in the Tourism Industry.

