



- FACT SHEET -

SIT 30107 Certificate III in Tourism (Airport Stream)

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



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The training you need to excel in the Tourism Industry.



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.

Content

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

- Tourism knowledge
- Team effectiveness
- Personal effectiveness
- Continuous improvement
- Customer service
- Developing work priorities
- Effective workplace relationships
- Workplace safety.

Purpose

The purpose of the training program is to develop the skills and knowledge of tourism team members.

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

- SITTIND001A Develop and update tourism industry knowledge
- SITXCCS001A Provide visitor information
- SITXCOM001A Work with colleagues and customers
- SITXCOM002A Work in a socially diverse environment
- SITXOHS001A Follow health, safety and security procedures
- SITTTSL001A Operate an online information system
- SITTTSL002A Access and interpret product information
- SITTTSL005A Sell tourism products and services
- SITTTSL006A Prepare quotations
- SITTTSL007A Receive and process reservations
- SITTTSL009A Process travel-related documentation
- BSBCMM301A Process customer complaints
- BSBCUS401A Coordinate implementation of customer service strategies

- SIRXSL004A Build relationships with customers
- BSBMGT403A Implement continuous improvement

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.