



- FACT SHEET -

SIT 30207 Certificate III in Tourism (Retail Travel Sales)

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 retail travel sales and operational skills. Work would be undertaken in a retail office or shop front environment where the planning of customers' 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.

Content

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

- Travel industry 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 retail travel sales staff.

Program Benefits

- Improved productivity
- Increased innovation
- Development of retail sales 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
- 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
- SITXCOM003A Deal with conflict situations
- SITXCOM005A Make presentations
- SITXOHS003A Identify hazards and control safety risks

- SITXENV002A Implement and monitor environmentally sustainable work practices
- SITXCCS002A Provide quality customer service
- BSBEBS403A Communicate electronically

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.