



## - FACT SHEET -

# SIT 30307 Certificate III in Tourism (Tour Wholesaling)

### 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 Tour Wholesaling Industry.**

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales and operational skills. Work would be undertaken in an office environment where the planning and sale of wholesale tourism products and services takes place. Some tour wholesaling personnel undertake guiding functions which would be undertaken in the field where tourism products are delivered. 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 tour wholesaling team members should possess. These competencies relate to the areas of:

- Product knowledge
- Workplace safety
- Team effectiveness
- Personal effectiveness
- Continuous improvement
- Customer service
- Developing work priorities
- Effective workplace relationships
- Travel bookings
- Work in a diverse environment.

### Purpose

The purpose of the training program is to develop the skills and knowledge of tour wholesalers.

### 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

- 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
- SITXCOM003A Deal with conflict situations

- SITXCOM005A Make presentations
- SITTTSL007 Receive and process reservations
- SITTTSL003A Source and provide international destination information and advice

### 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 3<sup>rd</sup> 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.