

CERTIFICATE II IN TOURISM

Vocational Education & Training CODE: VTR

QUALIFICATION: SIT20116 Certificate II in Tourism

COURSE OVERVIEW

This qualification reflects the role of individuals who have a defined and limited range of tourism operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

This qualification provides a pathway to work in many tourism and travel industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, holiday parks and resorts, attractions, cultural and heritage sites, and any small tourism business.

Work could be undertaken in an office environment where the planning of tourism and travel products and services takes place, in the field where products are delivered, in performing operational activities such as housekeeping, grounds maintenance and providing customer service, or a combination of these.

DURATION

One Year

COURSE UNITS

To attain a Certificate II in Tourism, 11 units of competency must be achieved.

UNIT CODE	UNIT NAME
SITTIND003	Source and use information on the tourism and travel industry
SITXCCS009	Provide customer information and assistance
SITXCCS011	Interact with customers
SITXCOM007	Show social and cultural sensitivity
SITXWHS005	Participate in safe work practices
SIRXPDK001	Advise on products and services
SITXCCS010	Provide visitor information
SITXCOM008	Provide a briefing or scripted commentary
BSBPEF202	Plan and apply time management
SITXMPR010	Create a promotional display or stand
BSBTEC201	Use Business Software Applications

CAREER OPPORTUNITIES & PATHWAYS

After achieving the Certificate II in Tourism, individuals could progress into a Certificate III in Tourism, or the course upgrade being offered in Year 12, Certificate III in Events

Disclaimer: "The College must have certain teachers and equipment to run this course. If the school loses access to these resources, the school will attempt to provide students with alternative opportunities to complete the course and the related qualifications. The school retains the right to cancel the vocational component of the course if it is unable to meet requirements"