

# CERTIFICATE II IN TOURISM

Vocational Education & Training CODE: ZHA

**QUALIFICATION: SIT20116 CERTIFICATE II IN TOURISM**

## COURSE OVERVIEW

This qualification provides students with the skills and knowledge to be competent in a defined range of basic tourism technical skills. Individuals with this qualification are able to work in many tourism industry sectors and enterprise types including retail travel agencies, tour wholesalers, tour operators, attractions and cultural and heritage sites as well as the many small tourism business requiring multi-skilled employees.

The qualification recognises the diversity of tourism operations and the increasing industry trend for operators to provide specialised tourism products.

## DURATION

One or two years depending upon student timetable.

## COURSE UNITS

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

UNIT CODE	UNIT NAME
SITXCOM002	Show social and cultural sensitivity
SITXCCS003	Interact with customers
SITXWHS001	Participate in safe work practices
SITTIND001	Source and use information on the tourism and travel industry
SITTTSL001	Operate an online information system
SITTTSL002	Access and interpret product information
SITTTSL004	Provide advice on Australian destinations
SITXCCS001	Provide customer information and assistance
SITXCCS002	Provide visitor information
SITXCOM001	Source and present information
SITXCOM003	Provide a briefing or scripted commentary
SITXFIN001	Process financial transactions*
SITTTSL005	Sell tourism products and services*
HLTAID003	Provide First Aid*

\*May be used subject to availability of work placement and resources

This course is completed in one year and can be completed in either Year 11 or 12.

## ASSESSMENT TECHNIQUES

Assessment will be delivered using a variety of techniques, including:

Practical assessment  
Written tasks  
Exams  
Teacher observation  
Teacher questioning  
Work placement

## SPECIAL REQUIREMENTS

Students should have a high level of interest in the industry area of Tourism.

Work placement is a compulsory component of this course

## CAREER OPPORTUNITIES & PATHWAYS

The Certificate II in Tourism is an entry-level program that leads to a variety of industry outcomes. Graduates would be highly suited to entry-level positions such as office assistant for a small tour operator, documentation clerk for a tour wholesaler, receptionist and office assistant in a professional conference organiser, receptionist and office assistant in a retail travel agency, retail sales assistant in an attraction, museum attendant, ride attendant in an attraction.

This course also provides a pathway to further study and careers in specific tourism industry sectors. Specialist certificate III tourist qualifications should be selected for the appropriate job outcome, e.g. guiding, travel consultancy or tour coordination.

**TAFE:** Certificate III in Tourism, Diploma of Tourism

**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."