

## TOURISM – Stage 6

### SIT30125 - Certificate III in Tourism

This qualification reflects the role of individuals who use a range of well-developed tourism service, sales or operational skills and sound knowledge of industry operations to coordinate tourism services. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. Providing a pathway to work in many tourism industry sectors and for a diversity of employers including tour operators, inbound tour operators, visitor information centres, holiday parks and resorts, attractions, cultural and heritage sites, and any small tourism business.

This course is competency based and the student's performance is assessed against prescribed industry standards.

Unit Value	2 unit Preliminary 2 unit HSC	240 hrs	Work Placement	Mandatory 70 hours
Specialisation	No		SBAT	Opportunity to complete a School Based Traineeship and gain credit towards the HSC
HSC Exam	Yes	ATAR	Yes	Recognition
				National AQF and HSC Qualification

Example of Competencies.

Unit Code	Unit Title	Unit Code	Unit Title
<a href="#">HLTAID011</a>	Provide first aid	<a href="#">BSBTEC303</a>	Create electronic presentations
<a href="#">SITTIND003</a>	Source and use information on the tourism and travel industry	<a href="#">SITTTVL003</a>	Provide advice of Australian destinations
<a href="#">SITTTVL004</a>	Sell tourism products and services	<a href="#">SITXCCS010</a>	Provide visitor Information
<a href="#">SITTTVL005</a>	Prepare customer quotations	<a href="#">SITXCCS014</a>	Provide service to customers
<a href="#">SITTTVL001</a>	Access and interpret product information	<a href="#">SITTTVL002</a>	Provide advice on international destinations
<a href="#">BSBTEC203</a>	Research using the internet	<a href="#">SITXWHS005</a>	Participate in safe work practices
<a href="#">SITXCOM007</a>	Show social and cultural sensitivity	<a href="#">BSBSUS211</a>	Participate in sustainable work practices
<a href="#">BSBTWK201</a>	Work effectively with others		

#### PERSONAL ATTRIBUTES

- Confidence
- Creativity, imaginative and innovative
- An eye for detail
- The ability to work to deadlines
- People and communication skills
- Good organisational skills

#### LEARNING OUTCOMES

- Provide visitor information
- Apply sales and customer services techniques
- Provide domestic and international travel destination information
- Use computer reservations systems to make bookings
- Prepare customer quotations
- Produce business documents such as brochures and product information

#### STUDY PATHWAYS

- Certificate IV in Travel and Tourism
- Diploma or Advanced Diploma of Travel and Tourism Management
- Bachelor of Event Management
- Bachelor of Business (Event Management)

#### CAREER PATHWAYS

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- booking agent
- visitor information officer
- customer service agent
- tour coordinator
- tour guide
- reservations sales agent
- sales consultant.

#### SKILLS FOR SUCCESS

