



Australian Government

SIT20116 Certificate II in Tourism

Release 2

SIT20116 Certificate II in Tourism

Modification History

| Release | Comments |
|-----------|------------------------------|
| Release 2 | Updated superseded SIR units |

Qualification Description

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, 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, or a combination of both.

Possible job titles include:

- documentation clerk for a tour wholesaler or travel agency
- museum attendant
- office assistant for a tour operator
- receptionist and office assistant for a professional conference organiser or event management business
- receptionist and office assistant in a travel agency
- retail sales assistant in an attraction
- ride attendant in an attraction.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

11 units must be completed:

- 4 core units
- 7 elective units, consisting of:
 - 3 units from the list below
 - 4 units from the list below, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

| | |
|------------|---|
| SITTIND001 | Source and use information on the tourism and travel industry |
| SITXCCS003 | Interact with customers |
| SITXCOM002 | Show social and cultural sensitivity |
| SITXWHS001 | Participate in safe work practices |

Elective units

Cleaning

| | |
|------------|------------------------------|
| SITHACS001 | Clean premises and equipment |
|------------|------------------------------|

Client and Customer Service, and Sales

| | |
|------------|---|
| SIRXSLS001 | Sell to the retail customer |
| SIRXPDK001 | Advise on products and services |
| SITXCCS001 | Provide customer information and assistance |
| SITXCCS002 | Provide visitor information |

Cultural Services

| | |
|-----------|--|
| CUACNM201 | Monitor collections for changes in condition |
| CUAEVP201 | Assist with the staging of public activities and events |
| CUAIND202 | Develop and apply knowledge of information and cultural services organisations |

Communication and Teamwork

BSBCMM201 Communicate in the workplace

BSBWOR203 Work effectively with others

SITXCOM001 Source and present information

Computer Operations and ICT Management

BSBITU201 Produce simple word processed documents

BSBITU202 Create and use spreadsheets

Environmental Sustainability

BSBSUS201 Participate in environmentally sustainable work practices

Finance

SITXFIN001 Process financial transactions

First Aid

HLTAID003 Provide first aid

Food and Beverage, Food Safety

SITHFAB002 Provide responsible service of alcohol

SITHFAB004 Prepare and serve non-alcoholic beverages

SITHFAB005 Prepare and serve espresso coffee

SITXFSA001 Use hygienic practices for food safety

Inventory

SITXINV001 Receive and store stock

Languages other than English

SITXLAN001 Conduct basic oral communication in a language other than English

SITXLAN002 Conduct routine oral communication in a language other than English

Tourism Delivery

SITXCOM003 Provide a briefing or scripted commentary

| | |
|------------|--|
| SITTGDE001 | Interpret aspects of local Australian Indigenous culture |
| SITTVAF001 | Load and unload a ride |
| SITTVAF002 | Operate a ride location |
| TLIC1051 | Operate commercial vehicle |

Tourism Sales and Operations

| | |
|------------|--|
| SITTTSL001 | Operate online information systems |
| SITTTSL002 | Access and interpret product information |
| SITTTSL009 | Process travel-related documentation |

Qualification Mapping Information

SIT20112 Certificate II in Tourism

Links

Companion Volume Implementation Guide: - <http://www.serviceskills.com.au/resources>