

Certificate II in Tourism

(SIT20112)



RTO Registration # 52499

Eleven Units of Competency are required to achieve this qualification:

- SITXCCS202 – Interact with customers **[Core]**
- SITTIND201 – Source & use information on the tourism industry & travel industry **[C]**
- SITXCOM201 – Show social and cultural sensitivity **[C]**
- SITWHS101 – Participate in safe work practices **[C]**
- BSBWOR203 - Work effectively with others **[Elective]**
- BSBITU201 – Produce simple word processed documents **[E]**
- SITXCCS101 – Provide information and assistance **[E]**
- SITXCCS201 – Provide visitor information **[E]**
- SITXCOM101 – Source and present information **[E]**
- SITXFIN201 – Process financial transactions **[E]**
- SIRXSL201 – Sell products and services **[E]**



This qualification will enable you to

Gain practical skills and knowledge in:

- Working with colleagues and customers
- Safe work practices and communication within the tourism industry
- Providing client information and assistance
- Locating and using tourism and travel industry information
- Knowledge of current industry products and services
- Servicing the culturally diverse needs of tourism customers
- Technology used to source and present information in this industry

This qualification provides a pathway to further training which will lead to work in many tourism and travel industry sectors; including retail travel agencies, tour wholesalers, tour operators, attractions, cultural and heritage sites and any small tourism business requiring multi-skilled employees.

Duration: Delivered over two years as an integral part of the senior school course; Career and Enterprise.

Cost: \$25 per year for issue of statement of attainment and certificate on completion. All other costs included into course fees.

Total Nominal Hours: 225

Pre-requisite: None

Pathway: Certificate III in Tourism (Select from e.g. Attractions & Theme Parks / Meetings & Events / Tour Operations / Retail Travel Sales / Guiding, etc.)