

4.6 SIT20116 Certificate II in Tourism



RTO Registration # 52499

Eleven Units of Competency are required to achieve this qualification – two credit transfers are available to students who have attained BSB units:

- SITXCCS003 – Interact with customers [Core]
- SITXWHS001 – Participate in safe work practices [C]
- SITXCOM002 – Show social and cultural sensitivity [C]
- SITTIND001 – Source & use information on the tourism industry & travel industry [C]
- BSBITU201 – Produce simple word processed documents [Elective]**
- BSBWOR203 - Work effectively with others [E]**
- SITXCOM003 – Provide a briefing or scripted commentary [E]
- SITXCCS001 – Provide customer information and assistance [E]
- SITXCCS002 – Provide visitor information [E]
- SITXCOM001 – Source and present information [E]
- SITXFIN001 – Process financial transactions [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.

N.B. A certificate will not be issued by the RTO until they receive all student evidence and it meets the required standard to be deemed competent.

Duration: Delivered over one year under the auspices of VCS as a standalone course in Year 12 mainly to students who have attained their Certificate II in Business.

Cost: \$80 fee includes enrolment, consumables and issue of certificate.

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.)

More information: VCS website www.vetis.net.au