

4.8 SIT20116 - Certificate II in Tourism



RTO Registration # 12131

Australian Institute
of Education and Training

Eleven Units of Competency are required to achieve this qualification – one credit transfers is available to students who have attained the BSB unit:

BSBWOR203 Working effectively with others [20 Nominal Hours-Elective]

SITXCCS003 Interact with customers [5-Core]

SITXCOM002 Show social and cultural sensitivity [20-C]

SITTIND001 Source & use information on the tourism industry & travel industry [25-C]

SIRXPDK001 Advise on products and services [25-E]

SITTTSL002 Access and interpret product information [55-E]

SITXCCS001 Provide customer information and assistance [20-E]

SITXCCS002 Provide visitor information [20-E]

SITXCOM001 Source and present information [10-E]

SITXFIN001 Process financial transactions [30-E]

SITXWHS001 Participate in safe work practices [15-C]



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 proposed auspices of the Australian Institute of Education and Training as a standalone course in Year 12 mainly to students who have attained their Certificate II in Business.

Cost: **Currently under review** – (was \$120 in 2019-20) fee includes enrolment, consumables and issue of certificate on completion.

Total Nominal Hours: 245

Pre-requisite: None

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

More information: AIET website www.aiet.edu.au or <https://training.gov.au/>