



Course Information

Certificate II in Tourism

SIT20107

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Descriptor:

This qualification provides the skills and knowledge for an individual to be competent in a defined range of basic tourism technical skills, in an office environment where planning and delivery of tourism products and services takes place.

Jobs and opportunities:

- Tourist information officer
- Office assistant for small tour operator
- Receptionist and office assistant for event organiser
- Receptionist and office assistant in a retail travel agency
- Retail sales assistant in a tourism attraction.

Entry requirements:

There are no pre-requisite entry requirements for this qualification; however, some industry experience in a tour or customer service environment is recommended. Pre-enrolment interview.

Start:

Course commencement dates: 30 January 2012, 5 March 2012, 16 April 2012, 4 June 2012, 3 September 2012, 22 October 2012.

Location:

Cairns Business College, 91-97 Mulgrave Road, Parramatta Park, Cairns QLD 4870

Study Mode:

Full time up to 12 weeks



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continued

Recognition of Prior Learning (RPL):

RPL recognises your existing experience gained through life or work for which you may not have obtained a formal qualification. We will work with you to identify your existing skills, and assess if you can then achieve a full or part qualification. This also helps to avoid unnecessary duplication of training, saving you time and money.

Other information:

Please be aware that you will also be required to supply textbooks and a USB memory stick at your own cost.

Assessment Procedures:

This program has a variety of assessment methods including written, oral, practical role plays and simulated tourism environment assessments.

Subject list:

SITTIND001B	Develop and update tourism industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
SITXADM001A	Perform office procedures
SITXCOM004A	Communicate on the telephone
BSBITU201A	Produce simple word processed documents
BSBITU102A	Develop keyboard skills
BSBWOR204A	Use business technology
SITXFIN001A	Process financial transactions
SITTTSL004A	Source and provide Australian destination information and advice

See www.training.gov.au for more information