



Course Information

Certificate III in Tourism (Retail Travel Sales) SIT30207

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Descriptor:

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed retail travel sales and operational skills. It reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge.

Jobs and opportunities:

- Travel consultant domestic
- Tour desk consultant
- Leisure consultant
- International travel consultant
- Corporate consultant
- Online consultant
- Mobile travel consultant

Entry requirements:

Successful completion of the Certificate II in Tourism and 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: 20 weeks



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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, and be responsible for any external examination fees (e.g., Galileo).

Assessment Procedures:

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



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Subject list:

SITTSL001A	Operate an online information system
SITTSL002A	Access and interpret product information
SITTSL005A	Sell tourism products and services
SITTSL006B	Prepare quotations
SITTSL008B	Book and coordinate supplier services
SITTSL010A	Control reservations or operations using a computerised system
BSBITU309A	Produce desktop published documents
SITTSL003A	Source and provide international destination information and advice
SITTSL013B	Construct normal international airfares
SITTSL014B	Construct promotional international airfares
SITTSL009B	Process travel related documentation

Completed as part of the Certificate II in Tourism (course pre-requisite) and included in this qualification

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
SITTSL004A	Source and provide Australian destination information and advice

See www.training.com.au for more information