



Course Information

Certificate IV in Tourism) SIT40207

Certificate IV in Tourism SIT40207

Descriptor:

This qualification provides the skills and knowledge for an individual to be competent in a range of highly-developed technical tourism sales and operational skills. It reflects:

- the role of individuals who apply these skills and a broad knowledge base in a wide variety of contexts;
- their ability to apply solutions to a defined range of unpredictable problems, and analyse and evaluation information from a variety of sources;
- the ability to provide leadership and guidance to others with some limited responsibility for the output of others.

Jobs and opportunities:

- Senior operations co-ordinator
- Operations supervisor
- Assistant manager – tour operations
- Reservations sales or call centre supervisor
- Senior or supervisory retail consultant, corporate or leisure

Entry requirements:

Successful completion of the Certificate II in Tourism, Certificate III in Tourism (Retail Travel Sales). Some travel/tour industry experience 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: 18 weeks



Course Information Certificate IV in Tourism) SIT40207 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/travel-related environment assessments.

See www.training.com.au for more information



Course Information

Certificate IV in Tourism)

SIT40207

continued

Subject list:

SITXADM003A	Write business documents
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXMGT001A	Monitor work operations
SITXOHS004B	Implement and monitor workplace health, safety and security Practices
SITXFIN002A	Maintain Financial Records
SITXFIA303A	Process Accounts Receivable and Payable
SITXCOM003A	Deal with conflict situations
SITXCOM006A	Address protocol requirements
SITXCOM005A	Make presentations
SITXMGT006A	Establish and conduct business relationships

Completed as part of the Certificate III in Tourism (Retail Travel Sales) (course prerequisite) and included in this qualification

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL008B	Book and coordinate supplier services
SITTTSL010A	Control reservations or operations using a computerised system
BSBITU309A	Produce desktop published documents
SITTTSL003A	Source and provide international destination information and advice
SITTTSL013B	Construct normal international airfares
SITTTSL014B	Construct promotional international airfares
SITTTSL009B	Process travel related documentation
SITIND001B	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

Cairns Business College
PO Box 12283
Cairns Delivery Centre QLD 4870

91-97 Mulgrave Road, Cairns
Telephone: 07 4054 8692
Email: study@cbcaustralia.com