



Course Information

Diploma of Tourism

SIT50107

Diploma of Tourism SIT50107

Descriptor:

This qualification provides the skills and knowledge for an individual to be competent in a broad range of managerial skills in tourism operations, underpinned by a range of operational competencies taken as electives. It reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialized, technical or managerial competencies to plan, carry out and evaluate the work of self or a team.

Jobs and opportunities:

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification are:

- Visitor information centre manager
- Operations manager
- Manager – tour operations
- Reservations manager or call centre manager
- Retail travel agency manager
- Visitor information centre manager
- Director or manager of owner-operated small tourism business
- Tourism manager.

Entry requirements:

Successful completion of the Certificate II in Tourism, Certificate III in Tourism (Retail Travel Sales) and Certificate IV in Tourism. 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



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Study Mode:

Full-Time up to 16 weeks

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 and business environment assessments.

Subject List:

SITXCCS003A	Manage quality customer service
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXMGT006A	Establish and conduct business relationships
SITXMGT002A	Develop and implement operational plans
SITXOHS003B	Identify hazards, and assess and control safety risk
BSBMGT502B	Manage people performance
BSBADM502B	Manage meetings
BSBHRM504A	Manage workplace planning



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Subject list:

Completed as part of the Certificate II in Tourism, III in Tourism (Retail Travel Sales), and Certificate IV in Tourism (course pre-requisites) and included in this qualification

SITXADM003A Write business documents
SITXHRM001A Coach others in job skills
SITXHRM005A Lead and manage people
SITXMGTO01A 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
SITXMGTO06A Establish and conduct business relationships

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

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

