

SUBJECT INFORMATION SHEET

SIT20116 Certificate II in Tourism (Provider: St Andrew's Anglican College – RTO 32322)

Description: The Certificate II in Tourism is a one-year course designed to provide students with an entry level qualification to tourism operations. Students wishing to work either part-time or full-time in tourism will be able to receive and process reservations, sell products and services, provide visitor information and work effectively in an office.

Units

BSBINM301A	Organise workplace information
BSBITU201A	Produce Simple Word Processed Documents
BSBWOR204A	Use business technology
SIRXSL201	Sell Products and Services
SITTIND201	Source and use information on the tourism and travel industry
SITTTSL305	Process Reservations
SITTTSL308	Use a computerised reservation or operational system
SITXCCS201	Provide Visitor Information
SITXCCS202	Interact with customers
SITXCOM201	Show social and cultural sensitivity
SITXWHS101	Participate in safe work practices

Pre-requisites: Nil

Future relevance: Work in resort with reservations, reception. Work in a travel office or tourist information centre.

Assessment: Competency based, practical work and knowledge components.

Credit Points for QCE: 4

Cost: Nil

Further information: Contact Mrs Samantha Leo (RTO Coordinator) sleo@saac.qld.edu.au

Service agreement: The RTO guarantees that the student will be provided with every opportunity to complete the certificate as per the rights and obligations outlined in the enrolment process and information handbooks provided. Students successfully achieving all qualification requirements will be provided with a Qualification and record of results. Students who complete at least one unit (but not the full qualification) will receive a Statement of Attainment.



RTO: 32322