

SUBJECT INFORMATION SHEET

SIT30116 Certificate III in Tourism (Provider: St Andrew's Anglican College – RTO 32322)

Description: The Certificate III Tourism is a two-year course. This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales, operational and tour delivery skills. Students plan holidays and learn how to provide information about tourism products and services. The fields include any destination, local or regional area, tourist precinct, site, attraction.

Units

BSBINM301	Organise workplace information
BSBWRT301	Write simple documents
BSBWOR204	Use business technology
SITTTSL005	Sell tourism products and services
SITTIND001	Source and use information on the tourism and travel industry
SITTTSL007	Process reservations
SITTTSL010	Use a computerised reservation or operational system
SITXCCS002	Provide visitor information
SITXCCS006	Provide service to customers
SITXCOM002	Show social and cultural sensitivity
SITXWHS001	Participate in safe work practices
BSBITU306	Design and produce business documents
BSBFLM303	Contribute to effective workplace relationships
BSBITU302	Create electronic presentations
BSBITU202	Create and use spreadsheets

Pre-requisites: Nil

Future relevance: Work in various tourism industry sectors including retail travel, tour operator and resort work.

Assessment: Competency based, practical work and knowledge components.

Credit Points for QCE: 7

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.