



Australian Government

SIT20116 Certificate II in Tourism

Release 3

SIT20116 Certificate II in Tourism

Modification History

Release	Comments
Release 3	Release 3 Supersedes and is equivalent to SIT20116- Certificate II in Tourism release 2. Minor change to update First Aid units of competency
Release 2	Updated superseded SIR units

Qualification Description

This qualification reflects the role of individuals who have a defined and limited range of tourism operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

This qualification provides a pathway to work in many tourism and travel industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, attractions, cultural and heritage sites, and any small tourism business.

Work could be undertaken in an office environment where the planning of tourism and travel products and services takes place, in the field where products are delivered, or a combination of both.

Possible job titles include:

- documentation clerk for a tour wholesaler or travel agency
- museum attendant
- office assistant for a tour operator
- receptionist and office assistant for a professional conference organiser or event management business
- receptionist and office assistant in a travel agency
- retail sales assistant in an attraction
- ride attendant in an attraction.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

11 units must be completed:

- 4 core units
- 7 elective units, consisting of:
 - 3 units from the list below
 - 4 units from the list below, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

SITTIND001	Source and use information on the tourism and travel industry
SITXCCS003	Interact with customers
SITXCOM002	Show social and cultural sensitivity
SITXWHS001	Participate in safe work practices

Elective units

Cleaning

SITHACS001	Clean premises and equipment
------------	------------------------------

Client and Customer Service, and Sales

SIRXSLS001	Sell to the retail customer
SIRXPDK001	Advise on products and services
SITXCCS001	Provide customer information and assistance
SITXCCS002	Provide visitor information

Cultural Services

CUACNM201	Monitor collections for changes in condition
CUAEVP201	Assist with the staging of public activities and events
CUAIND202	Develop and apply knowledge of information and cultural services organisations

Communication and Teamwork

BSBCMM201	Communicate in the workplace
BSBWOR203	Work effectively with others
SITXCOM001	Source and present information

Computer Operations and ICT Management

BSBITU201	Produce simple word processed documents
BSBITU202	Create and use spreadsheets

Environmental Sustainability

BSBSUS201	Participate in environmentally sustainable work practices
-----------	-----------------------------------------------------------

Finance

SITXFIN001	Process financial transactions
------------	--------------------------------

First Aid

HLTAID011	Provide first aid
-----------	-------------------

Food and Beverage, Food Safety

SITHFAB002	Provide responsible service of alcohol
SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB005	Prepare and serve espresso coffee
SITXFSA001	Use hygienic practices for food safety

Inventory

SITXINV001	Receive and store stock
------------	-------------------------

Languages other than English

SITXLAN001	Conduct basic oral communication in a language other than English
SITXLAN002	Conduct routine oral communication in a language other than English

Tourism Delivery

SITXCOM003	Provide a briefing or scripted commentary
SITTGDE001	Interpret aspects of local Australian Indigenous culture
SITTVAF001	Load and unload a ride
SITTVAF002	Operate a ride location
TLIC1051	Operate commercial vehicle

Tourism Sales and Operations

SITTTSL001	Operate online information systems
SITTTSL002	Access and interpret product information
SITTTSL009	Process travel-related documentation

Qualification Mapping Information

SIT20112 Certificate II in Tourism

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>