



SIT20121

Certificate II in Tourism

FOR DOMESTIC STUDENTS

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|-------------|-------------------------|
| Duration | 6-12 months |
| Location(s) | Darwin, Alice Springs |
| Delivery | Face to face and online |

ABOUT THIS COURSE

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.

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.

ELIGIBILITY

A pre-enrolment process to establish suitability to undertake the course and to determine support requirements will be conducted, which will include a Language, Literacy and Numeracy (LLN) assessment.

STUDY & CAREER PATHWAYS

Possible relevant job titles include:

- Museum Attendant
- Travel Agency Receptionist
- Attraction Attendant

COURSE FEES

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|--|--------------------------------|
| Tuition Fee <i>includes \$400 non-refundable enrolment fee</i> | \$1,600.00 |
| Resources Fees <i>purchased through Karen Sheldon Training</i> | \$0.00 |
| Recognition of Prior Learning (RPL) | \$ 120. ⁰⁰ per unit |

UP-FRONT PAYMENT

Karen Sheldon Training does not accept any more than \$1,400.00 up front prior to commencement of the course. This includes the \$400 non-refundable enrolment fee. Students can pay the remainder in instalments during course progression.

PAYMENT PLANS

Karen Sheldon Training can arrange personalised and flexible payment plans to suit all our learners circumstances, which can be arranged on request prior to commencement.

QUALIFICATION CONTENT

Total number of units: 11 - 5 compulsory core units plus 6 elective units*

CORE UNITS

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|------------|---|
| SITTIND003 | source and use information on the tourism and travel industry |
| SITXCCS009 | provide customer information and assistance |
| SITXCCS011 | interact with customers |
| SITXCOM007 | show social and cultural sensitivity |
| SITXWHS005 | participate in safe work practices |

ELECTIVE UNITS

| | |
|------------|---|
| SITXCCS010 | provide visitor information |
| SITXCOM008 | provide a briefing or scripted commentary |
| SITTVL001 | access and interpret product information |
| BSBTEC201 | use business software applications |
| SITHFAB025 | prepare and serve espresso coffee |
| SITXFSA005 | use hygienic practices for food safety |

**Alternative electives can be discussed with your trainer prior to commencement. Elective units must be relevant to the work environment and the qualification.*

LICENSING / REGULATORY INFORMATION

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

RESOURCES

Students are provided with a personal online LMS account and/or hardcopy learner guides. Students are responsible for the purchase of additional textbook/s and resources relevant to this qualification.

ASSESSMENT

Assessments vary with each unit, including Questioning, a Project, an Observation or Supervisors report. You will be provided with an assessment guide.

WORK PLACEMENT REQUIREMENTS

There is no minimum work placement requirements for this qualification.

RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT TRANSFERS

Students can apply for Credit Transfers and Recognition of Prior Learning during pre-enrolment or after enrolment. Students must complete an RPL Self-Assessment before application, followed with and an interview with an assessor, whereafter final assessments will be made based on evidence provided.

WITHDRAWING FROM A QUALIFICATION

You may withdraw from this qualification and receive, where relevant, a Statement of Attainment for all units of competency you have successfully completed.

SUPPORT SERVICES

Karen Sheldon Training supplies support for students in many areas, including: Careers and Employment, Equal Opportunity, Discrimination and Harassment advice and Learner Support Services.