



SIT20116 CERTIFICATE II TOURISM

This qualification is delivered over one year under the auspices of Skills Strategies International Pty Ltd (RTO Code 2401)

What is a Certificate II in Tourism all about?

This qualification provides the practical, industry specific skills which will equip you for work within the tourism industry. The course provides students with both vocational skills such as sourcing tourism and travel information and providing product information as well as transferrable skills such as customer relations, word processing, safe work practices and effective communication.

Career Pathways

Possible job titles relevant to this qualification include office assistant for a tour operator, tour guide, tour coordinator, travel consultant, sales assistant in travel agency or a range of positions within tour operating, tourist information centres or travel businesses.

Units of Competency covered in this qualification are:

Core

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

Electives

SITXCOM001	Source and present information
SITXCCS002	Provide visitor information
SITXSCC001	Provide customer information and assistance
SITTGDE001	Interpret aspects of local Australian Indigenous culture
SITHFAB005	Prepare and serve espresso coffee
SITXFSA001	Use hygienic practices for food safety
BSBWOR203	Work effectively with others