

SIT20122 Certificate II in Tourism

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.

Refer to training.gov.au for specific information about the qualification.

Entry requirements

There are no entry requirements for this qualification.

Duration and location

This is a one-year course delivered in Years 11 and 12 on site at Kirwan State High School.

Course units

To attain a SIT20122 Certificate II in Tourism, 11 units of competency must be achieved:

Unit code	Title
SITIND003	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
CUACNM211	Monitor collections for changes in condition
CUAEVP211	Assist with the staging of public activities or events
SIRXPDK001	Advise on products and services
SITTGDE013	Interpret aspects of local Australian Indigenous culture
SITXCCS010	Provide visitor information
SITXCOM008	Provide a briefing or scripted commentary

RTO obligation

The RTO guarantees that the student will be provided with every opportunity to complete the qualification. We do not guarantee employment upon completion of this qualification.

Students who are deemed competent in all 11 units of competency will be awarded a Qualification and a Record of Results.

Students who achieve at least one unit of competency (but not the full qualification) will receive a Statement of Attainment.

Delivery modes

A range of delivery modes will be used during the teaching and learning of this qualification. These include:

- face-to-face instruction
- guided learning
- online training.

Fees

All fees are published on Kirwan State High Schools VET subject selection form

Assessment

Assessment is competency based and completed in a simulated tourism environment.

Units of competency are to replicate what occurs in a tourism context as closely as possible.

Assessment techniques include:

- written and practical tasks.
- Case studies
- observation

Work placement

Work is not a requirement of this qualification but is optional for enrolled students to participate in placement at an office environment where the planning of tourism and travel products and services takes place, and in the field where products are delivered.

Pathways

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.

See other tourism qualifications at training.gov.au.