

# Certificate IV in Travel and Tourism

## SIT40116

This qualification reflects the role of skilled operators who use a broad range of tourism or travel skills and sound knowledge of industry operations to coordinate travel or tourism services. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. Many people have supervisory responsibilities and plan, monitor and evaluate the work of team members. This qualification provides a pathway to work in many travel and tourism industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, inbound tour operators, tourist attractions, visitor information centres and other tourism businesses.

Possible job titles include account coordinator, assistant manager, marketing coordinator, operations supervisor, product coordinator, promotions officer, reservations sales or call centre supervisor, senior operations coordinator, senior or supervisory retail consultant, sales coordinator, sales executive.

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



### TRAINING REQUIREMENTS

To achieve the SIT40116 Certificate IV in Tourism, 19 units must be completed. This is made up of all 7 core units, plus a total of 12 elective units. For this qualification, electives may be selected to meet either a specialist or multi-skilled job outcome. These elective units can be chosen when consulting one of the Brisbane Business & Hospitality staff who can offer you guidance and assistance to choose the right stream for you.

### LOCATION

Brisbane Business & Hospitality Training can deliver this training throughout Metropolitan and Regional Queensland.

### COURSE DURATION

This course is structured through competency based training and assessment. Course duration is based on individual training requirements.

### ENTRY REQUIREMENTS

Students who wish to enrol in Brisbane Business & Hospitality Training programs are required to obtain a copy of the Student Handbook before making a final decision on training. **There are no entry requirements for this qualification.**

### DELIVERY MODES

This course may be delivered through a combination of class, workplace, self-paced and distance learning.

### COURSE FEES

Please phone Brisbane Business & Hospitality Training to discuss fee details for this course.

### ENROLMENTS

Brisbane Business & Hospitality Training has a rolling intake. Continuous enrolments allow students to commence training at any time. Enrolments for traineeships involve a consultant visiting your workplace to complete paperwork and answer questions. **Call Brisbane Business & Hospitality Training on 1300 170 434 or 0409 890 298 or email [info@bbht.com.au](mailto:info@bbht.com.au) for details.**

## MANDATORY CORE UNITS

SITTIND001	Source and use information on the tourism and travel industry
SITXCCS007	Enhance customer service experiences
SITXCOM002	Show social and cultural sensitivity
SITXCOM005	Manage conflict
SITXFIN002	Interpret financial information
SITXHRM001	Coach others in job skills
SITXWHS003	Implement and monitor work health and safety practices

## PLUS 12 ELECTIVE UNITS

### CONSISTING OF 6 UNITS FROM GROUP A PLUS 6 ADDITIONAL UNITS

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.

#### GROUP A

##### TOURISM AND TRAVEL COORDINATION

SITXCCS002	Provide visitor information
SITTTOP003	Allocate tour or activity resources
SITTTSL002	Access and interpret product information
SITTTSL003	Provide advice on international destinations
SITTTSL004	Provide advice on Australian destinations
SITTTSL005	Sell tourism products and services
SITTTSL006	Prepare quotations
SITTTSL007	Process reservations
SITTTSL009	Process travel-related documentation
SITTTSL010	Use a computerised reservations or operations system
SITTTSL011	Source airfares for domestic flights
SITTTSL015	Administer billing and settlement plans
SITTTSL016	Provide specialist advice on cruises
SITTTSL017	Maintain product inventories

##### TOURISM DELIVERY

SITTGDE004	Lead tour groups
SITTGDE005	Prepare and present tour commentaries or activities
SITTGDE006	Develop and maintain the general and regional knowledge required by guides
SITTGDE007	Research and share information on Australian Indigenous cultures
SITTGDE008	Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE009	Prepare specialised interpretive content on marine environments
SITTGDE010	Prepare specialised interpretive content on cultural and heritage environments
SITTGDE011	Coordinate and operate tours
SITTTOP005	Operate tours in a remote area

#### GROUP B

##### COMMUNICATION AND TEAMWORK

BSBCMM401	Make a presentation
BSBWRT401	Write complex documents
SITXCOM004	Address protocol requirements

##### COMPUTER OPERATIONS AND ICT MANAGEMENT

BSBITU301	Create and use databases
BSBITU302	Create electronic presentations
BSBITU306	Design and produce business documents
BSBITU402	Develop and use complex spreadsheets

##### CRISIS MANAGEMENT

SITXCRI001	Respond to a customer in crisis
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##### E-BUSINESS

SITXEBS001	Use social media in a business
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##### ENVIRONMENTAL SUSTAINABILITY

BSBSUS401	Implement and monitor environmentally sustainable work practices
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##### FINANCE

BSBFIA401	Prepare financial reports
SITXFIN001	Process financial transactions
SITXFIN003	Manage finances within a budget

##### FIRST AID

HLTAID003	Provide first aid
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##### FOOD SAFETY

SITXFSA001	Use hygienic practices for food safety
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##### MARKETING AND PUBLIC RELATIONS

BSBMKG401	Profile the market
BSBMKG412	Conduct e-marketing communications
BSBREL401	Establish networks
SITXMPR001	Coordinate production of brochures and marketing materials
SITXMPR002	Create a promotional display or stand
SITXMPR003	Plan and implement sales activities
SITXMPR004	Coordinate marketing activities
SITXMPR005	Participate in cooperative online marketing initiatives

##### PLANNING AND PRODUCT DEVELOPMENT

SITTPPD001	Package tourism products
SITTPPD002	Develop interpretive activities
SITTPPD003	Coordinate and operate sustainable tourism activities
SITTPPD004	Develop in-house recreational activities

##### SUPERVISION

SITXHRM002	Roster staff
SITXHRM003	Lead and manage people
SITXMG001	Monitor work operations

##### WORK HEALTH AND SAFETY

SITXWHS002	Identify hazards, assess and control safety risks
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#### Other Quality Training Programs Offered by BBHT

Certificate II, III, IV in Hospitality | Diploma of Hospitality | Certificate II, III, IV in Retail | Certificate II in Kitchen Operations

Certificate III, IV in Commercial Cookery | Certificate II, III in Tourism | Certificate IV in Travel and Tourism

Diploma of Travel and Tourism Management | Certificate IV in Training and Assessment

#### Short Courses Programs on Offer include

Responsible Service of Alcohol | Responsible Gambling Services | Responsible Management of Licensed Venues

Customer Liaison Officer Training Program | Food Safety | Food Safety Supervisor | Coffee Making (Barista)

Introduction to Bar Operations | Introduction to Gaming Operations

Introduction to Accommodation Housekeeping | Custom Made Programs | First Aid Course