

# Certificate II in Tourism

## SIT20116

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.



## TRAINING REQUIREMENTS

To achieve the SIT20116 Certificate II in Tourism, 11 units must be completed. This is made up of all 4 Core units, plus a total of 7 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
- SITXCCS003 Interact with customers
- SITXCOM002 Show social and cultural sensitivity
- SITXWHS001 Participate in safe work practices

## PLUS 7 ELECTIVE UNITS

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

### CLEANING

- SITHACS001 Clean premises and equipment

### CLIENT AND CUSTOMER SERVICE, AND SALES

- SIRXSL001 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

- HLTAID003 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



### 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