

Certificate III in Tourism

SIT30116

This qualification reflects the role of individuals who use a range of well-developed tourism service, sales or operational skills and sound knowledge of industry operations to coordinate tourism services. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification provides a pathway to work in many tourism industry sectors and for a diversity of employers including tour operators, inbound tour operators, visitor information centres, attractions, cultural and heritage sites, and any small tourism business. This qualification allows for multi-skilling and for specialisation in office-based roles involving the planning and coordination of tourism services, or roles in the field where products are delivered.

Possible job titles include adventure tourism guide, attendant or senior ride operator in an attraction or theme park, booking agent, cellar door salesperson and guide in a winery, customer service agent, guide and salesperson in an Indigenous cultural centre, inbound tour coordinator, marine tourism guide or dive tour operator, museum attendant, operations consultant for a tour operator, reservations sales agent, sales consultant, visitor information officer.

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



TRAINING REQUIREMENTS

To achieve the SIT30116 Certificate III in Tourism, 15 units must be completed. This is made up of all 4 core units, plus a total of 11 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 for details.**

MANDATORY CORE UNITS

- SITTIND001 Source and use information on the tourism and travel industry
- SITXCCS006 Provide service to customers
- SITXCOM002 Show social and cultural sensitivity
- SITXWHS001 Participate in safe work practices

PLUS 11 ELECTIVE UNITS

CONSISTING OF 3 UNITS FROM GROUP A AND 3 UNITS FROM GROUP B

OR 6 UNITS FROM GROUP C

OR 6 UNITS FROM GROUP D

OR 6 UNITS FROM GROUP A,B,C OR E

PLUS 5 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 OFFICE OPERATIONS

- SITTTSL001 Operate online information systems
- SITTTSL002 Access and interpret product information
- SITTTSL009 Process travel-related documentation

GROUP B

TOURISM COORDINATION

- SITXCCS002 Provide visitor information
- SITTTSL004 Provide advice on Australian destinations
- SITTTSL005 Sell tourism products and services
- SITTTSL006 Prepare quotations
- SITTTSL007 Process reservations
- SITTTSL008 Book supplier products and services
- SITTTSL010 Use a computerised reservations or operations system

GROUP C

TOURISM DELIVERY

- SITHACS001 Clean premises and equipment
- SITTGDE004 Lead tour groups
- SITTGDE005 Prepare and present tour commentaries or activities
- SITTTOP001 Load touring equipment and supplies
- SITTTOP002 Provide outdoor catering
- SITTVAF001 Load and unload a ride
- SITTVAF002 Operate a ride location
- SITTVAF003 Operate a games location
- SITXCCS001 Provide customer information and assistance
- SITXCCS004 Provide lost and found services
- SITXCOM003 Provide a briefing or scripted commentary
- SITXWHS002 Identify hazards, assess and control safety risks

GROUP E

GENERAL ELECTIVES

CLIENT AND CUSTOMER SERVICE, AND SALES

- SIRXSL001 Sell to the retail customer
- SIRXPDK001 Advise on products and services
- SITXCRI001 Respond to a customer in crisis

COMMUNICATION AND TEAMWORK

- BSBWOR203 Work effectively with others
- SITXCOM001 Source and present information
- SITXCOM004 Address protocol requirements

COMPUTER OPERATIONS AND ICT MANAGEMENT

- BSBITU202 Create and use spreadsheets
- BSBITU301 Create and use databases
- BSBITU306 Design and produce business documents

E-BUSINESS

- SITXEBS001 Use social media in a business

ENVIRONMENTAL SUSTAINABILITY

- BSBSUS201 Participate in environmentally sustainable work practices

FINANCE

- BSBFIA301 Maintain financial records
- 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
- SITHFAB007 Serve food and beverage
- SITHFAB009 Conduct a product tasting for alcoholic beverages
- SITHIND001 Use hygienic practices for hospitality service
- SITXFSA001 Use hygienic practices for food safety

GAMING

- SITHGAM001 Provide responsible gambling services
- SITHGAM002 Attend gaming machines

HUMAN RESOURCE MANAGEMENT

- SITXHRM001 Coach others in job skills

INVENTORY

- SITXINV001 Receive and store stock
- SITXINV002 Maintain the quality of perishable items
- SITXINV003 Purchase goods



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