



SIT50116 Diploma of Travel and Tourism Management

National ID: SIT50116 | State ID: AZU0

About this course

Seeking a career that can take you places? A qualification in the tourism industry could land you employment anywhere in the world!

Completing a Diploma of Travel and Tourism Management provides participants with an opportunity to take their career or own business to the next level. Participants will learn how to manage staff, finances and develop their business skills to become leaders in the industry.

Throughout this course, participants will:





- Discover more about the laws and legislation relating to the tourism industry
- Broaden their knowledge surrounding the major tourism regions of Australia
- Learn how to provide customer service that makes clients want to return and spread positive word of mouth
- Develop and manage service procedures to evaluate where business improvements can be made
- Gain insights into developing strong business relationships and negotiation techniques
- Learn how to effectively manage staff

This course is available at other campus locations upon request.

Overview

Available all year, 2019

Qualification details

-  Duration: **18 Months**
-  Where: **Available at all campuses**
-  When: **Available all year**
-  How: **Distance learning**

Units

This is a suggested study plan. North Regional TAFE offers a variety of alternative units, and packaging rules apply to these selections. Your unit options will be discussed with you prior to enrolment.

Core

National ID	Unit Title
BSBDIV501	Manage diversity in the workplace
SITTIND001	Source and use information on the tourism and travel industry
SITXCCS007	Enhance customer service experiences
SITXCCS008	Develop and manage quality customer service practices
SITXCOM005	Manage conflict
SITXFIN002	Interpret financial information
SITXFIN003	Manage finances within a budget
SITXFIN004	Prepare and monitor budgets
SITXHRM003	Lead and manage people

National ID	Unit Title
SITXMGT001	Monitor work operations
SITXMGT002	Establish and conduct business relationships
SITXWHS003	Implement and monitor work health and safety practices

Elective

National ID	Unit Title
BSBITU306	Design and produce business documents
BSBR501	Manage risk
SITGDE004	Lead tour groups
SITGDE005	Prepare and present tour commentaries or activities
SITGDE006	Develop and maintain the general and regional knowledge required by guides
SITGDE007	Research and share general information on Australian Indigenous cultures
SITTTSL002	Access and interpret product information
SITTTSL005	Sell tourism products and services
SITTTSL006	Prepare quotations
SITTTSL007	Process reservations
SITTTSL008	Book supplier products and services
SITTTSL009	Process travel-related documentation
SITXCCS002	Provide visitor information
SITXFS001	Use hygienic practices for food safety
SITXWHS002	Identify hazards, assess and control safety risks

Job opportunities



[Travel agency manager | Tourism manager](#)

Other job titles may include:

- Tourism officer
- Operations manager
- Visitor Information Centre manager

Fees and charges

[Click here to view North Regional TAFE's 2020 indicative fees.](#) These fees are indicative for local students enrolling full-time in Government-funded courses. Fees are calculated based on individual circumstances at the time of enrolment. Concessions for eligible certificate I - IV level courses, annual fee caps and other charges may apply.

For more information, please click [here](#).

VET Student Loans

VET Student Loans is an income contingent loan support available to eligible students studying a diploma level or above qualification. For more information, please click [here](#).

Please note, fees are subject to change.