



# 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

---

### Broome Campus - Qualification details

-  Duration: **18 Months**
-  When: **Available all year**
-  How: **Face-to-face classroom delivery**  
**Mixed mode**  
**On the job/on location**  
**Online learning - flexible/self-paced**

### 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.

Students must successfully complete 12 core and 11 elective units to be awarded this qualification.

### 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

National ID	Unit Title
SITXHRM003	Lead and manage people
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
SITXFA001	Use hygienic practices for food safety

National ID

Unit Title

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

North Regional TAFE's **indicative fees for 2019** are available [here](#). 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](#).

### International student fees

Fees, charges, available locations, applications, and enrolment procedures for international students are different to those applicable to local students. Please visit the [TAFE International WA website](#) to confirm available courses and fees. Tuition fees are paid through TIWA.

**Please note, fees are subject to change.**