



SIT20116 Certificate II in Tourism

National ID: SIT20116 | State ID: AZV4

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!

The Certificate II in Tourism is an entry-level qualification providing participants with foundation knowledge of the tourism industry. Throughout this course participants will gain basic skills in customer service, best practices for researching tourism information, how the industry works and an overview of its different sectors.


This course provides an entry into the tourism industry and is suitable to undertake as part of a traineeship, either through school or a workplace.

This course is available at other campus locations upon request.

Overview

Available all year, 2019

Broome Campus - Qualification details

 Duration: **6 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 4 core and 7 elective units to be awarded this qualification.

Core

National ID	Unit Title
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

Elective

National ID	Unit Title
BSBCMM201	Communicate in the workplace
BSBSUS201	Participate in environmentally sustainable work practices
BSBWOR203	Work effectively with others
SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB005	Prepare and serve espresso coffee
SITTGDE001	Interpret aspects of local Australian Indigenous culture

National ID	Unit Title
SITXCCS001	Provide customer information and assistance
SITXCCS002	Provide visitor information
SITXCOM001	Source and present information
SITXCOM003	Provide a briefing or scripted commentary
SITXFIN001	Process financial transactions
SITXFSA001	Use hygienic practices for food safety

Study pathway



[Certificate III in Tourism](#)

Job opportunities

- Office assistant for a tour operator
- Receptionist/office assistant for a professional conference organiser or event management business
- Receptionist/office assistant in a travel agency
- Retail sales assistant

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



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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.



RTO code: 52788
Printed: 24/08/2019