

SIT30122 Certificate III in Tourism

DESCRIPTION

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, holiday parks and resorts, 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, in roles in the field where products are delivered or in performing operational activities such as housekeeping, grounds maintenance and providing customer service.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

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

ELIGIBILITY/ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification.

A pre-enrolment induction will be conducted, and students will be required to complete a learner support indicator to determine any learner support requirements. The Language, Literacy and Numeracy (LL&N) evaluation helps identify any areas where you may need additional support to help you achieve your goals.

DELIVERY DETAILS

Detail which modes are available in which locations.

| Location(s) | Duration* | Study mode |
|-------------|---------------------|--|
| Palmerston | 12 months full time | Face to face, online, and simulated workplace. |

* Duration will vary depending on how long a student takes to reach the required competency level.

FEES

| Fee Type | 2024 Course Fees |
|---------------|------------------|
| Fee Free TAFE | Free |
| Full Fee | \$6,750.00 |

This course is part of the Fee Free TAFE initiative. Fee Free TAFE and vocational education and training is a joint initiative of the Northern Territory Government and Australian Governments providing tuition-free training places to students wanting to train, retain or upskill.

Fees shown are indicative and subject to change annually. Actual course fees may vary depending on the units chosen. International non-student visa-holders; study eligibility needs to be verified before enrolment. Fees may vary depending on the visa type.

For further clarification and information on fees, fee exemptions, payment options, instalment plans, and refunds, contact CDU on 1800 061 963 or refer to [TAFE Fees and Payments](#)

ASSESSMENT

Assessments vary with each unit. You will be provided with an assessment guide.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is a process that determines whether the skills, knowledge and experience you've gained through your previous study, work or life experience can count towards a vocational training qualification at CDU. For more information, [VET RPL](#).

RESOURCES

Students access all materials from Learnline, including a Student Unit Guide for each unit of competency.

STUDY AND CAREER PATHWAYS

Further training pathways from this qualification include but are not limited to SIT50122 Diploma of Travel and Tourism Management.

Occupations relevant to this qualification in industry sectors such as Tourism include:

- Customer Service Officer
- Inbound Tour Co-ordinator
- Cellar Door Salesperson/Attendants
- Indigenous Cultural Centre Guide
- Theme Park Ride Operator
- Adventure Tour Guide
- Museum Attendant
- Booking Agent
- Visitor Information Officer

QUALIFICATION CONTENT

To achieve a SIT30122 Certificate III in Tourism a total of number (15) units of competency must be completed comprising four (4) core and eleven (11) elective units as detailed in the packaging rules and listed below.

CORE UNITS

| | |
|------------|---|
| SITTIND003 | Source and use information on the tourism and travel industry |
| SITXCCS014 | Provide service to customers |
| SITXCOM007 | Show social and cultural sensitivity |

| | |
|------------|------------------------------------|
| SITXWHS005 | Participate in safe work practices |
|------------|------------------------------------|

ELECTIVE UNITS

| | |
|------------|---|
| SITTTVL001 | Access and interpret product information |
| SITTTVL003 | Provide advice on Australian destinations |
| SITTTVL004 | Sell tourism products or services |
| SITTTVL005 | Prepare customer quotations |
| SITXHRM007 | Coach others in job skills |
| SITXCCS010 | Provide visitor information |
| SITTGDE017 | Prepare and present tour commentaries or activities |
| HLTAID011 | Provide First Aid |
| BSBTWK201 | Work effectively with others |
| BSBTEC301 | Design and produce business documents |
| SITXFIN007 | Process financial transactions |

WITHDRAWING FROM A QUALIFICATION

You may withdraw from this qualification and receive, where relevant, a Statement of Attainment for all units of competency you have successfully completed.

SUPPORT SERVICES

The University supplies support for students in many areas, including Accommodation, Careers and Employability, Counselling, Disability Services, Student Advocacy, Indigenous Tutorial Support Services, International Student Support Services, Library Services, and VET Learner Support Services.

More information is available at [Student Support](#).

CONTACT DETAILS

Tourism, Recreation and Beauty Services

E. vet.thr@cdu.edu.au
 T. 08 8946 7800
 W. <https://www.cdu.edu.au/study/essentials>

For further information regarding student life at CDU, please refer to <https://www.cdu.edu.au/study/student-life>.