

SIT50122 Diploma of Travel and Tourism Management

DESCRIPTION

This qualification reflects the role of highly skilled senior operators who use a broad range of tourism or travel skills combined with managerial skills and sound knowledge of industry operations to coordinate travel or tourism operations. They operate independently, have responsibility for others, and make a range of operational business decisions.

This qualification provides a pathway to work in many travel and tourism industry sectors as a departmental or small business manager. The diversity of employers includes travel agencies, tour wholesalers, tour operators, inbound tour operators, holiday parks and resorts, tourist attractions, visitor information centres, and other tourism businesses.

ELIGIBILITY/ENTRY REQUIREMENTS

There are no specific entry requirements for this course however, it is highly recommended that individuals hold the Certificate III in Tourism or have vocational experience in industry equivalent to a Certificate III level prior to enrolling into this course.

This is not compulsory however students that do not have pre-existing tourism industry knowledge will be encouraged to seek employment in the industry.

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

Location(s)	Duration*	Study mode
Palmerston Campus	One year full-time Two years part-time	Internal – Delivery of this program is a combination of face-to-face classes and online resources. External – self paced; lecturer supported with online resources

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

Students have access to all resources on LearnLine, CDU 24/7 online learning system.

FEES

Fee Type	2024 Course Fees
NT Government Supported*	\$4,040.00
Full Fee	\$12,625.00

*This course is supported by the NT Government for domestic [eligible](#) students who are NT residents. A limited number of NT Government supported places are available, so secure your place now.

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](#)

VET STUDENT LOANS

Eligible students may access a VET Student Loan to pay for their course fees (up to capped amounts). [Determine your eligibility](#) using the VET Student Loan Eligibility Tool on the [myskills](#) website.

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 will access all learning and assessment materials through Learnline. Computer and internet access is required to source information and complete assessments.

STUDY AND CAREER PATHWAYS

On completion of SIT50122 Diploma of Travel and Tourism Management credit(s) may be available into Higher Education courses.

Possible occupations relevant to this qualification include:

- inbound groups manager
- inbound sales manager
- incentives manager
- tour operations manager
- marketing manager
- product development manager
- reservations manager
- travel agency manager
- sales manager
- visitor information centre manager.

QUALIFICATION CONTENT

To achieve a Qualification a total of twenty three (23) units of competency must be completed comprising thirteen (13) core and ten (10) elective units as detailed in the packaging rules and listed below. The electives offered may vary between campuses.

CORE UNITS

BSBTWK501	Lead diversity and inclusion
SIRXOSM007	Manage risk to organisational reputation in an online setting
SITTIND003	Source and use information on the tourism and travel industry
SITXCCS015	Enhance customer service experiences
SITXCCS016	Develop and manage quality customer service practices
SITXCOM010	Manage conflict
SITXFIN008	Interpret financial information
SITXFIN009	Manage finances within a budget
SITXFIN010	Prepare and monitor budgets
SITXHRM009	Lead and manage people
SITXMGT004	Monitor work operations
SITXMGT005	Establish and conduct business relationships
SITXWHS007	Implement and monitor work health and safety 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
SITXCCS010	Provide visitor information
SITTGDE017	Prepare and present tour commentaries or activities
SITXWHS006	Identify hazards, assess and control safety risks
BSBTEC301	Design and produce business documents
SITXGLC002	Identify and manage legal risks and comply with law
SITXMPRO11	Plan and implement sales activities

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>.