

SIT20116 Certificate II in Tourism



DESCRIPTION

This qualification reflects the role of individuals who have a defined and limited range of tourism operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

ELIGIBILITY/ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification;

- A pre-enrolment process to establish suitability to undertake the course and to determine support requirements will be conducted, which will include a Language, Literacy and Numeracy (LLN) assessment.

DELIVERY DETAILS

Location (s)	Duration	Study mode
Self-paced online learning	This program is delivered online over a period of six (6) to twelve (12) months on a part-time basis.	This program is self-paced and is offered fully online with some units requiring practical elements that can be completed either in their own workplace or in a simulated workplace environment. Students will have the opportunity to learn at their own pace and can contact their lecturers at any time for assistance.

Online learning is an important part of many units of study at CDU. We use a suite of online learning tools including Blackboard Learn and Blackboard Collaborate for online classrooms. These are accessed through Learnline, CDU's online learning environment. For more information about Learnline or to log in, please see <https://www.cdu.edu.au/learnline>.

2019 FEES

This course is subsidised by the NT Government. The NT subsidy applies to eligible domestic students living in the NT and is **subject to available places**. The **full fee** will apply when funded places have been filled and for students that are ineligible for the NT Government subsidised rate.

Based on course nominal hours of 332 hours, approximate 2019 course fees will be:

- NT Government subsidised place: \$1,062.40
- Full fees: \$4,980.00

For more information on fees, payment options, instalment plans and refunds contact CDU on 1800 061 963 or refer to www.cdu.edu.au/cdu-vet/student-guide/fees

ASSESSMENT

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

RECOGNITION OF PRIOR LEARNING (RPL)

Students can apply for RPL during pre-enrolment or after enrolment. Students are provided with an RPL Self-Assessment before application and followed through with and an initial interview with an assessor.

RESOURCES

Students are issued with access to online content for each unit.

STUDY AND CAREER PATHWAYS

Further training pathways from this qualification include but are not limited to SIT30116 Certificate III in Tourism, SIT30316 Certificate III in Guiding, or higher level qualifications from the SIT Training Package.

Possible occupations relevant to this qualification include:

- Documentation clerk for a tour wholesaler or travel agency
- Museum attendant
- Office assistant for a tour operator
- Receptionist and office assistant for a professional conference organiser or event management business
- Receptionist and office assistant in a travel agency
- Retail sales assistant in an attraction
- Ride attendant in an attraction

QUALIFICATION CONTENT

To achieve a SIT20116 Certificate II in Tourism a total of Eleven (11) units of competency must be completed comprising Four (4) core and Seven (7) elective units as detailed in the packaging rules and listed below. The electives offered may vary between campuses.

CORE UNITS

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 UNITS

BSBITU201	Produce simple word processed documents
BSBWOR203	Work effectively with others
BSBWOR204	Use business technology
SITTTSL002	Access and interpret product information
SITTTSL005	Sell Tourism products and services
SITXCCS002	Provide visitor information
SITXFIN001	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 Employment, Counselling, Disability Service, Equal Opportunity, Discrimination and Harassment advice, Australian Indigenous Student Support Services, Information Technology Services, International Student Support Services, Library Services, and Learner Support Services.

More information is available at - www.cdu.edu.au/study/student-life/student-support

CONTACT DETAILS

SCHOOL OF TOURISM, HOSPITALITY AND SERVICE INDUSTRIES

Tourism and Hospitality Central

T. 08 8959 5200

E. vet.th.central@cdu.edu.au

W. www.cdu.edu.au/cdu-vet

Refer to the **VET Student Guide** www.cdu.edu.au/cdu-vet/student-guide for information regarding the enrolment process, student support services, student rights and responsibilities, previous studies recognition and the A-Z of other information.