

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.

This program may be available to VET for Secondary Students (VSS).

ELIGIBILITY/ENTRY REQUIREMENTS

There are no entry requirements for this qualification. However, all potential applicants will need to demonstrate an appropriate level of language and literacy skills and knowledge to undertake this qualification.

DELIVERY DETAILS

Location (s)	Duration	Study mode
Palmerston Campus	It consists of four (4) X one (1) week blocks.	Includes both classroom-based and outdoor activities.

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.

At the time of enrolment, secondary school students will receive tuition fee exemption by providing details of their secondary school on the VET101 – VET Enrolment Form.

Based on course nominal hours of 322 hours, approximate 2019 course fees will be:

- VSS: \$0.00
- NT Government-subsidised place: \$1,030.40
- Full fees: \$4830.00

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 a workbook for each unit. Some online resources may also be accessed.

STUDY AND CAREER PATHWAYS

Further training pathways from this qualification include, but are not limited to, work in many tourism and travel industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, attractions, cultural and heritage sites, and any small tourism business.

Work could be undertaken in an office environment where the planning of tourism and travel products and services takes place, in the field where products are delivered, or a combination of both.

Possible job titles 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 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

SITTGDE001	Interpret aspects of local Australian Indigenous culture
SITXCCS002	Provide visitor information
BSBSUS201	Participate in environmentally sustainable work practices
BSBCMM201	Communicate in the workplace
SITXCOM003	Provide a briefing or scripted commentary
SITXCOM001	Source and present information
SITXCCS001	Provide customer information and assistance

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, Hospitality and Recreation (Top End)

T. 08 8946 7525

E. tour_hosp_recreation@cdu.edu.au

W. www.cdu.edu.au/cduvet/vetcourses.html

Refer to the **VET Student Guide** <http://www.cdu.edu.au/sites/default/files/mace/docs/VET-student-guide.pdf> for information regarding the enrolment process, student support services, student rights and responsibilities, previous studies recognition including RPL, and the A-Z of other information.