

# SIT20116 Certificate II in Tourism



## DESCRIPTION

This qualification provides students with the skills and knowledge to be competent in a defined range of basic tourism technical skills.

Work will be undertaken in an office environment where the planning of tourism products and services takes place; in the field where tourism products are delivered; or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or on-board form of transportation.

The qualification is suitable for an apprenticeship pathway and for VET for Secondary Students delivery.

Infection control, including COVID-19 measures and the associated restrictions, have been implemented, to ensure the safety and well-being of students, lecturing staff and the wider community.

## 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.

## 2021 FEES

The 2021 indicative fee for this course \$1,127.00 for students who are eligible and receive a NT Domestic Subsidised place or \$4,830.00 for Domestic Full fee places. For VSS fee is \$0.00.

Actual fees will vary according to your choice of units.

Please note: A limited number of NT Government subsidy places are available for eligible NT domestic students so contact us now to secure your place for 2021.

Fees are subject to change annually. Indicative government-subsidised and full course fees are shown on this document. For further clarification and information on fees, payment options, instalment plans and refunds contact CDU on 1800 061 963 or refer to <https://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.

People with this qualification may work in many tourism industry sectors and enterprise types.

Possible job titles include:

- documentation clerk for a tour wholesaler
- museum attendant
- office assistant for a small tour operator
- receptionist and office assistant in a professional conference organiser
- receptionist and office assistant in a retail travel agency
- retail sales assistant 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](http://www.cdu.edu.au/study/student-life/student-support)

#### CONTACT DETAILS

E. [vet.enquiries@cdu.edu.au](mailto:vet.enquiries@cdu.edu.au)  
T. 1800 061 963 (free call)  
W. [www.cdu.edu.au/study](http://www.cdu.edu.au/study)

Refer to the **VET Student Guide** [www.cdu.edu.au/cdu-vet/student-guide](http://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.