

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 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-pace 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.

2021 FEES

The 2021 indicative fee for this course \$1,162.00 for students who are eligible and receive a NT Domestic Subsidised place or \$4980.00 for Domestic Full fee places. 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

This course information flyer is not relevant to International student visa holders.

International student visa holders should visit - www.cdu.edu.au/international/how-to-apply

CRICOS Provider No. 00300K (NT/VIC) | 03286A (NSW) | RTO Provider No. 0373 | ABN 54 093 513 649

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 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
- Ride attendant in an attraction

QUALIFICATION CONTENT

To achieve a 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 (unnamed)
SITTTSL002	Access and interpret product information
SITTTSL005	Sell Tourism products and services (unnamed)
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

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

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.