

# SIT50116 Diploma of Travel and Tourism Management



## DESCRIPTION

This qualification reflects the role of individuals who use sound knowledge of industry operations and a broad range of managerial skills to coordinate tourism and travel operations or marketing and product development activities. They operate independently, have responsibility for others and make a range of operational business decisions.

## ELIGIBILITY/ENTRY REQUIREMENTS

To ensure you have the right skills and support to succeed in your course, a Language, Literacy and Numeracy (LL&N) evaluation helps identify any areas where you may need additional support to help you achieve your goals.

To gain entry into SIT50116 Diploma of Travel and Tourism Management, students are encouraged to either undertake SIT30116 Certificate III in Tourism or be currently working in the industry before commencing the SIT50116 Diploma of Travel and Tourism Management.

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

To check the eligibility criteria for a Vet Student Loan(VSL), please refer to [VSL eligibility](#).

## DELIVERY DETAILS

Location (s)	Duration	Study mode
Palmerston Campus	This program is delivered over a period of one (1) year on a full-time basis or two (2) years on a part-time basis	<b>Internal</b> – Delivery of this program is a combination of face-to-face classes and online resources. <b>External</b> – self paced; lecturer supported with online resources

\* Duration will vary depending upon 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.

## 2022 FEES

The 2022 indicative fee for this course is \$3,544.00 for eligible students and receive an NT Domestic Subsidised place or \$11,075,00 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 2022.

VET Student Loans (VSL) for new students commencing in 2022 may be available. For more information about VET Student Loans, please visit [VET Student Loans](#).

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 [VET Fees and Payments](#).

## 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 SIT50116 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 SIT50116 Diploma of Travel and Tourism Management a total of twenty-three (23) units of competency must be completed comprising twelve (12) core and eleven (11) elective units as detailed in the packaging rules and listed below. The electives offered may vary between campuses.

## CORE UNITS

BSBDIV501	Manage diversity in the workplace
SITTIND001	Source and use information on the tourism and travel industry
SITXCCS007	Enhance customer service experiences
SITXCCS008	Develop and manage quality customer service practices
SITXCOM005	Manage conflict
SITXFIN002	Interpret financial information
SITXFIN003	Manage finances within a budget
SITXFIN004	Prepare and monitor budgets
SITXHRM003	Lead and manage people

SITXMGT001	Monitor work operations
SITXMGT002	Establish and conduct business relationships
SITXWHS003	Implement and monitor work health and safety practices

### ELECTIVE UNITS

SITTTSL002	Access and interpret production information
SITTTSL005	Sell tourism products and services
SITTTSL006	Prepare quotations
SITTTSL007	Process reservations
SITTTSL008	Book supplier products and services
SITTTSL009	Process travel-related documentation
SITHFAB002	Provide responsible service of alcohol
BSBITU306	Design and produce business documents
SITHFAB005	Prepare and serve espresso coffees
SITXGLC001	Research and comply with regulatory requirements
SITXFSA001	Use hygiene practices for food safety

### 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

- E. [student.central@cdu.edu.au](mailto:student.central@cdu.edu.au)
- T. 1800 061 963 (free call)
- 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>.