

SIT30122 Certificate III in Tourism

This qualification is due to be replaced during 2026, please contact the CDU TAFE team for current course details.

DESCRIPTION

This qualification reflects the role of individuals who use a range of well-developed tourism service, sales or operational skills and sound knowledge of industry operations to coordinate tourism services. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

This qualification provides a pathway to work in many tourism industry sectors and for a diversity of employers including tour operators, inbound tour operators, visitor information centres, holiday parks and resorts, attractions, cultural and heritage sites, and any small tourism business.

This qualification allows for multi-skilling and for specialisation in office-based roles involving the planning and coordination of tourism services, in roles in the field where products are delivered or in performing operational activities such as housekeeping, grounds maintenance and providing customer service.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

This course can be undertaken as a traineeship. Visit [TAFE Apprenticeships and Traineeships](#) for more information.

ELIGIBILITY/ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification. A pre-enrolment induction will be conducted, and students will be required to complete a learner support indicator to determine any learner support requirements.

A Language, Literacy, Numeracy and Digital Literacy (LLND) evaluation helps identify any areas where you may need additional support to help you achieve your goals.

DELIVERY DETAILS

Location(s)	Palmerston, Alice Springs
Duration*	12 months full-time
Study mode ^^	Face-to-face, online, and simulated workplace.
Dates ^	Tuesday 3 February 2026

	Students can enrol at any time after the identified start date and will commence at the start of the next available unit. A specific commencement date will be determined in consultation with the delivery team.
Attendance ^	Face to face and/or online Monday drop in session 2-4 Tuesday and Wednesdays 9.00 am – 3.00 pm

* Duration may vary depending on how long a student takes to reach the required competency level.

^ A course timetable/study plan will be provided on application for the course.

^^ Information relating to study modes can be found in the 2026 TAFE Student Guide

FEES

Fee Type	2026 Course Fees
Fee Free TAFE*	Free
Full Fee	\$6,863.40

*This course is part of the Fee Free TAFE initiative. Fee Free TAFE and vocational education and training is a joint initiative of the Northern Territory Government and Australian Governments providing tuition-free training places to students wanting to train, retain or upskill.

Fee-free places are available for eligible domestic students who are NT residents; limited places are available, so secure your place now.

Fees shown are indicative and subject to change annually. Actual course fees may vary depending on the units chosen. International non-student visa-holders; study eligibility needs to be verified before enrolment. Fees may vary depending on the visa type. The course fee rates will vary for commercial contract arrangements.

For further clarification and information on fees, fee exemptions, payment options, instalment plans, and refunds, contact CDU on 1800 061 963 or refer to [TAFE Fees and Payments](#)

ASSESSMENT

Skills and knowledge assessments are an essential step in progressing through your course. You may be assessed in a number of ways including written assessment, questioning, portfolios, work samples, direct observation, practical assessments and third-party feedback.

Throughout your course you will receive information about assessments including how, when and where assessments will be conducted.

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](#).

CREDIT TRANSFER (CT)

Charles Darwin University as a Registered Training Organisation recognises the Australian Qualifications Framework qualifications and Statement of Attainments issued by any other Australian Registered Training Organisation (RTO).

Students are encouraged to submit any requests for credit from previous studies at the time of enrolment, to ensure they are not enrolling in units they may not need to undertake.

RESOURCES

Students will have 24/7 access to assessments and learning resources on Learnline, CDU's online learning platform. Before you can start using Learnline, you'll need to make sure that your computer has the correct setup. For more details: [Learnline | Charles Darwin University](#)

Computer and internet access is required to source information and complete assessments.

STUDY AND CAREER PATHWAYS

Further training pathways from this qualification include but are not limited to SIT50122 Diploma of Travel and Tourism Management.

Possible occupations relevant to this qualification include:

- Customer Service Officer
- Cellar Door Salesperson/Attendants
- Theme Park Ride Operator
- Museum Attendant
- Visitor Information Officer
- Inbound Tour Co-ordinator
- Indigenous Cultural Centre Guide
- Adventure Tour Guide
- Booking Agent

QUALIFICATION CONTENT

To achieve SIT30122 Certificate III in Tourism a total of number (15) units of competency must be completed comprising four (4) core and eleven (11) elective units as detailed in the packaging rules and listed below. The electives offered may vary between campuses.

CORE UNITS

SITTIND003	Source and use information on the tourism and travel industry
SITXCCS014	Provide service to customers
SITXCOM007	Show social and cultural sensitivity
SITXWHS005	Participate in safe work practices

ELECTIVE UNITS

SITTTVL001	Access and interpret product information
SITTTVL003	Provide advice on Australian destinations
SITTTVL004	Sell tourism products or services
SITTTVL005	Prepare customer quotations
SITXHRM007	Coach others in job skills
SITXCCS010	Provide visitor information

SITTGDE017	Prepare and present tour commentaries or activities
HLTAID011	Provide First Aid
BSBTWK201	Work effectively with others
BSBTEC301	Design and produce business documents
SITXFIN007	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 provides support for students in many areas, including Accommodation, Careers and Employability, Counselling, Disability Services, Financial Support 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 - Life, Health and Wellbeing](#)

CONTACT DETAILS

Tourism, Recreation and Beauty Services

E. vet.thr@cdu.edu.au
 T. 08 8946 7800 (PAL)
 W. <https://www.cdu.edu.au/tafe>

For further information regarding student life at CDU, please refer to <https://www.cdu.edu.au/study/student-life>.