

## COURSE OUTLINE – SEPTEMBER 2021

### COURSE OBJECTIVES

This course 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 course is delivered in conjunction with trainers from the William Angliss Institute and National Indigenous Training Academy. Face to face delivery is conducted on-site in the workplace with our qualified trainers.

### KEY FEATURES

This course is designed to provide training for people to enhance their continued education and employment prospects through the development of skills and knowledge to improve their employability and work readiness and to assist them to re-engage with learning.

### ELIGIBILITY/PRE-REQUISITES

- School-leavers
- Those looking for a career change
- Job-seekers
- Those wishing to begin a career in Tourism / Hospitality
- Those wanting to up skill in Tourism / Hospitality

There are no specific entry requirements for this qualification and it is not expected or necessary for the learner to have previous experience.

### ASSESSMENT

- Demonstration of knowledge through a combination of written and practical assessments
- Demonstration of activities in an appropriate environment and in an appropriate range of situations

QUALIFICATION	COMMENCEMENT DATES	VENUE
Certificate III in Tourism (SIT30116)	As required	On-site in the workplace
DURATION	FACILITATOR	COURSE FEE
24 months	Qualified trainer / assessor with appropriate industry expertise	The following User Choice Co-Contribution Fees are paid by your employer Voyages. Student Fees <ul style="list-style-type: none"> <li>• Full Fee - \$1.60 x per contact hour</li> <li>• Concession - \$0.64 x per contact hour</li> </ul>
FUNDING	STUDY AND LEARNING ADVICE	
This program may attract Government User Choice incentives for the Employer. Please seek advice from your ASSN - Australian Apprenticeship Support Network Provider.	Learning Advisors offer FREE study and learning advice to all students via individual appointments. Ph: (03) 9606 2574 E: learningadvisors@angliss.edu.au	



## CORE UNITS

COURSE DETAILS		COURSE DESCRIPTION
<b>SITTIND001</b> – Source and use information on the tourism and travel industry UNIT CATEGORY: C                      NOMINAL HOURS: 25		<p>The skills and knowledge required to source and use current and emerging information on the tourism and travel industry. This includes industry structures, technology, laws and ethical issues specifically relevant to the tourism and travel industry</p> <p>Tourism and travel personnel integrate this essential knowledge on a daily basis to work effectively in the industry</p>
<b>SITXCCS006</b> – Provide service to customers UNIT CATEGORY: C                      NOMINAL HOURS: 25		<p>The skills and knowledge required to effectively with and provide quality service to both internal and external customers. It requires the ability to establish rapport with customers, determine and address customer needs and expectations, and respond to complaints</p>
<b>SITXCOM002</b> – Show social and cultural sensitivity UNIT CATEGORY: C                      NOMINAL HOURS: 20		<p>The skills and knowledge required to be socially aware when serving customers and working with colleagues. It requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross-cultural misunderstandings should they arise</p>
<b>SITXWHS001</b> – Participate in safe work practices UNIT CATEGORY: C                      NOMINAL HOURS: 12		<p>The skills and knowledge required to incorporate safe work practices into own workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety (WHS) management practices</p>

# ELECTIVE UNITS

COURSE DETAILS		COURSE DESCRIPTION
<b>Group B - Tourism Coordination</b>		
<b>SITXCCS002</b> – Provide visitor information UNIT CATEGORY: E            NOMINAL HOURS: 35	The skills and knowledge required to access general information on facilities, products and services available in the local area and to provide this to visitors	
<b>Group C - Tourism Delivery</b>		
<b>SITHACS001</b> – Clean premises and equipment UNIT CATEGORY: E            NOMINAL HOURS: 45	The skills and knowledge required to carry out general cleaning duties. It requires the ability to set up cleaning equipment and to safely clean premises and equipment using resources efficiently to reduce negative environmental impacts	
<b>SITXCCS004</b> – Provide lost and found services UNIT CATEGORY: E            NOMINAL HOURS: 2	The skills and knowledge required to customers who have lost or found items. It requires the ability to determine and record details of items, investigate lost items, assist claimants and complete documentation	
<b>SITXCOM003</b> – Provide a briefing or scripted commentary UNIT CATEGORY: E            NOMINAL HOURS: 20	The skills and knowledge required to deliver information to a group using basic group communication and presentation techniques. Often the information would have been prepared or scripted by others	
<b>SITGDE004</b> – Lead tour groups UNIT CATEGORY: E            NOMINAL HOURS: 30	The skills and knowledge required to coordinate a tour group. It focuses on the communication and leadership skills required by guides, and the ability to coordinate the physical movement of groups	
<b>SITGDE007</b> – Research and share general information on Australian Indigenous cultures UNIT CATEGORY: E            NOMINAL HOURS: 80	The skills and knowledge required to research and share information about Australian Indigenous cultures in an appropriate way. It focuses on information that is widely available to the general community	
<b>Group D - Marine Tourism</b>		
<b>SITGDE005</b> – Prepare and present tour commentaries or activities UNIT CATEGORY: E            NOMINAL HOURS: 70	The skills and knowledge required to construct commentaries or activities and to use effective interpretation and presentation techniques to ensure customer participation and enjoyment in tours or activities. Guides may be presenting generalist or specialist information	



COURSE DETAILS		COURSE DESCRIPTION
<b>Group E - General Electives</b>		
<b>BSBWOR203 – Work effectively with others</b> UNIT CATEGORY: E                  NOMINAL HOURS: 15	The skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict	
<b>BSBSUS201 – Participate in environmentally sustainable work practices</b> UNIT CATEGORY: E                  NOMINAL HOURS: 20	The skills and knowledge required to effectively measure current resource use and carry out improvements, including reducing the negative environmental impact of work practices	
<b>SITXFSA001 – Use hygienic practices for food safety</b> UNIT CATEGORY: E                  NOMINAL HOURS: 25	The skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards	
<b>SITXHRM001 – Coach others in job skills</b> UNIT CATEGORY: E                  NOMINAL HOURS: 20	The skills and knowledge required to provide on-the-job coaching to colleagues. It requires the ability to explain and demonstrate specific skills, knowledge and procedures and monitor the progress of colleagues until they are able to operate independently of the coach	

William Angliss encourage participation in all of our training courses and will discuss with the student any reasonable adjustments that may be required for the delivery and assessment of course material based on individual needs.

All students are required to complete an LLN assessment as part of the recruitment process. The completion of the LLN assessment identifies if the student will require reasonable adjustment to their learning or assessments for the duration of their traineeship. An individualised Training Support Plan is developed for any student that requires LLN support and is kept on their student file.

All students are required to sign a declaration form to confirm they have received and understand all information provided to them prior to enrolment. This is a requirement of the relevant state/territory funding contract and the form is kept on their student file.