

Certificate III in Tourism - (SIT30116) uc

Course Outline – October 2022

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.

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
- Those wanting to up skill in Tourism

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 and activities in an appropriately workplace environment, in an appropriate range of situations.
- All Prospective learners are required to complete a pre-training review that includes an LLN assessment. The completion of the LLN document identifies if the student will require reasonable adjustments to assessments on an as needs basis. Any student that requires LLN assistance is put on a Training Support Plan, which is kept on the student's file.

Qualification:

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Commencement Dates:

As required

Venue:

On-site in the workplace

Duration:

12 - 18 months

Facilitator:

Qualified trainer / assessor with appropriate industry expertise

Course Fee:

User Choice Full Fee approx. \$ 759

The above fees are calculated at a User Choice set rate of \$1.60 per nominal hour

User Choice Concession \$ 304

Concession rates apply for students who hold a current Health Care Card or who identify as Aboriginal or Torres Strait Islander. This set rate is \$0.64 per nominal hour

Funding:

This program may attract User Choice funding. Please speak with your William Angliss representative for further information about funding that may be available

Non-funded apprentices and trainees will be charged a fee for service cost. These will be confirmed prior to the commencement of training.

Study and Learning Advice:

Learning Advisors offer FREE study and learning advice to all students via individual appointments.

Ph: (03) 9606 2574

E: learningadvisors@angliss.edu.au

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Core (4)

Electives (11)

Course Title		Unit Category	Nominal Hours
SITTIND001	Source and use information on the tourism and travel industry	C	25
SITXCCS006	Provide service to customers	C	25
SITXCOM002	Show social and cultural sensitivity	C	20
SITXWHS001	Participate in safe work practices	C	12
Electives			
Group B - Tourism Coordination			
SITXCCS002	Provide visitor information	E	35
Group C - Tourism Delivery			
SITTGDE001	Interpret aspects of local Australian Indigenous culture	E	65
SITTGDE004	Lead tour groups	E	30
SITTGDE005	Prepare and present tour commentaries or activities	E	70
SITXCCS001	Provide customer information and assistance	E	30
SITXCCS004	Provide lost and found services	E	2
Group E - General Electives			
BSBWOR203	Work effectively with others	E	15
SITHFAB002	Provide responsible service of alcohol	E	10
SITXFSA001	Use hygienic practices for food safety	E	25
SITXHRM001	Coach others in job skills	E	20
Electives - Other			
SITTGDE002	Work as a guide	E	90

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.

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SITTIND001 Source and use information on the tourism and travel industry
- 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 - Tourism and travel personnel integrate this essential knowledge on a daily basis to work effectively in the industry
SITXCCS006 Provide service to customers
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
SITXCOM002 Show social and cultural sensitivity
Skills 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
SITXWHS001 Participate in safe work practices
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
SITXCCS002 Provide visitor information
- Gain access to general information on facilities, products and services available in the local area and to provide this to visitors - Share information with colleagues to support the efficiency and quality of service
SITTGDE001 Lead tour groups
- Share information about a specific local Australian Indigenous culture - Prepare for and conduct activities according to the needs and wishes of the local Australian Indigenous community
SITTGDE004 Lead tour groups
Skills 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
SITTGDE005 Prepare and present tour commentaries or activities
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
SITXCCS001 Provide customer information and assistance
- Skills and knowledge required to provide customers with information and assistance on facilities, products and services - Sources of information, advice and referral on organisational facilities, products and services
SITXCCS004 Provide lost and found services
Assist 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
BSBWOR203 Work effectively with others
- Work cooperatively with others and deal effectively with issues, problems and conflict - Respect differences in personal values and beliefs and their importance in the development of relationships
SITHFAB002 Provide responsible service of alcohol
- Sell or serve alcohol according to provisions of relevant state or territory legislation, licensing requirements and responsible service of alcohol principles. - Prepare and serve standard drinks or samples according to industry requirements and professional standards
SITXFSA001 Use hygienic practices for food safety
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
SITXHRM001 Coach others in Job skills
Skills 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
SITTGDE002 Work as a guide
Skills and knowledge required to work effectively as a guide. It covers key legal, ethical, safety, environmental and professional development issues that guides must consider in their day-to-day work.