

RTO provider number 0855

Course Information

SIT20116 Certificate II in Tourism

About this course

This qualification reflects the role of individuals who have defined and limited range of tourism operational skills and basic industry knowledge

This course is nationally accredited within the Australian Qualifications Framework and outlined within the Tourism, Travel and Hospitality Training Package (SIT). Further details on this Training Package are available from the Australian Government's training information website:

<http://training.gov.au/Training/Details/SIT>

Study and career pathways

On completion of this qualification, students may continue their studies with the Certificate III in Tourism* or a wide range of other qualifications in the tourism or broader service industries.

**Taminmin College does not offer this qualification*

Possible employment outcomes are:

- Documentation clerk for a tour wholesaler or travel agency
- Office assistant for a tour operator

Length of course

This qualification runs over the academic year with an expected completion time of two (2) semesters on campus, however this time frame can be extended based on individual student needs.

Eligibility/entry requirements

To gain entry into this qualification, students must be enrolled in a senior secondary government or registered non-government school at year 11 level or above. There are no other entry requirements for this qualification

Fees

There is a fee of \$150.00 which includes all learner resources, assessments and a uniform consisting of a Taminmin College branded polo style shirt.

This qualification is funded by the Northern Territory Government as Taminmin College utilises government funds to support student employment outcomes.

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How will you learn?

Training and assessment takes place in a fully equipped business and retail centre at Taminmin College Campus and utilises a full range of tourism, business and retail equipment, procedures and protocols to achieve the required outcomes. This program also includes structured work placement to ensure skills learnt are transferred to the workplace in a meaningful way.

Students will need to supply the following for all classes:

- Pen/pencil for taking notes and completing learner guides
- Notebook/jotter

Structured Work Placement (SWP)

An important component of VET in Schools training is the Structured Work Placement. SWP is organised by Industry Engagement Officers (IEOs) who are the link between the school, host workplace and the Registered Training Organisation (RTO). SWP involves spending two work weeks each semester with a host employer gaining an insight to the requirements and expectations of a worker within this industry. Students do not receive payment for this experience.

Assessment

Assessments are completed both during classroom sessions and after the work placement component. Assessments vary with each unit of competency and include role play, observation, questions and answers, customer feedback and case studies. These assessments will also be used to determine work readiness and the ability to follow workplace instructions and procedures.

Previous Studies and Skills Recognition

Taminmin College recognises qualifications and statements of attainment issued by other Registered Training Organisations (RTO). If you have completed training with another RTO, please talk to your trainer about receiving credit or recognition of prior learning for this course. Further information on this process is available in the VET student Information Handbook

Credit transfers will be automatic where previous studies have been completed at Taminmin College and the units of competency apply to this qualification.

Exit points

Students may withdraw from this qualification at any time by completing a Withdrawal form and receive a Statement of Attainment for any units of competency successfully completed.



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Dress Requirements

Students are required to dress ready for work for all classes. The dress requirements for business are:

- Neat, tidy attire in line with business requirements
- Tailored black trousers or a black business skirt
- Supplied polo shirt

Program content

This qualification consists of eleven (11) units of competency from the Tourism, Travel and Hospitality Training Package as follows:

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
SITXCCS001	Provide customer information and assistance
SITEEVT004	Provide event staging and support
SITXFIN001	Process financial transactions
SITTTSL002	Access and interpret product information
SITTTSL009	Process travel-related documentation
SITTTSL004	Provide advice on Australian destinations
SITTTSL006	Prepare quotations

This program also offers the following units of competency from the Travel, Tourism and Hospitality Training Package and a separate Statement of Attainment will be issued on successful completion

SITHFAB005	Prepare and serve espresso coffee
SITXFSA001	Use hygienic practices for food safety

Support services

Students with special needs, including students with a disability, need to be supported appropriately. Reasonable adjustments will be made to accommodate their special needs. Support for students requiring language, literacy and numeracy skills will be provided by dedicated school staff such as Special Education Support Assistant (SESA)

Student rights and responsibilities

Students have the right to learn and be treated with respect and dignity. Equally they have a responsibility to demonstrate respect for themselves, others and the training environment.



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Student responsibilities include:

- Commit to and complete the VET program
- Comply with rules and expectations as detailed in the VET Student Information Handbook
- Comply with work placement requirements
- Comply with workplace health and safety (WHS) requirements
- Attend VET classes on time, dressed appropriately and ready to learn

Further information can be found in the VET Student Information Handbook

For more information contact

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