This qualification provides the skills and knowledge for an individual to be competent in a defined range of basic tourism technical skills. Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of individuals who perform a range of mainly routine tasks, using limited practical skills and fundamental operational knowledge in a defined context. They work under direct supervision. The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Individuals with this qualification are able to work in many tourism industry sectors and enterprise types. This qualification is very flexible and is designed to meet a broad range of basic tourism industry needs. It recognises the diversity of tourism operations and the increasing industry trend for operators to provide specialised tourism products.

The types of enterprise to which this qualification may apply include retail travel agencies of any sort, tour wholesalers, tour operators of any sort (e.g. coach, camping, cruise boat, four-wheel drive or walking), attractions, cultural and heritage sites and any small tourism business requiring multi-skilled employees.

In some sectors of the industry there are no job outcomes at Certificate II level. Specialist Certificate III qualifications should be selected for the appropriate job outcome, e.g. guiding, travel consultancy or tour coordination.
Possible job titles include:

- office assistant for a small tour operator
- documentation clerk for a tour wholesaler
- receptionist and office assistant in a professional conference organiser
- receptionist and office assistant in a retail travel agency
- retail sales assistant in an attraction
- museum attendant.

PREREQUISITE REQUIREMENTS

There are no prerequisites for entry to this qualification.

PATHWAYS INFORMATION

Not applicable.

LICENSING/REGULATORY INFORMATION

Not applicable.

ENTRY REQUIREMENTS

Not applicable.

PACKAGING RULES

Qualification rules

To achieve a Certificate II in Tourism, 11 units must be completed:

- all 4 core units
- 7 elective units:
  - a minimum of 3 elective units must be selected from the list below
  - the remaining 4 elective units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.
CORE UNITS

- SITTIND001B Develop and update tourism industry knowledge
- SITXCOM001A Work with colleagues and customers
- SITXCOM002A Work in a socially diverse environment
- SITXOHS001B Follow health, safety and security procedures

ELECTIVE UNITS

Accommodation Services
- SITACSO06B Clean premises and equipment

Administration
- SITXADM001A Perform office procedures
- SITXADM002A Source and present information

Client and Customer Service
- SITXCCSO01B Provide visitor information
- SIRXCCSO01A Apply point-of-sale handling procedures

Communication and Teamwork
- SITXCOM004A Communicate on the telephone

Computer Operations and ICT Management
- BSBITU301A Create and use databases
- BSBITU102A Develop keyboard skills
- BSBWOR204A Use business technology
- BSBITU201A Produce simple word processed documents
- BSBITU202A Create and use spreadsheets
Environmental Sustainability
- SITXENV001A Participate in environmentally sustainable work practices

Events
- SITXEVT003B Process and monitor event registrations

Finance
- SITXFIN001A Process financial transactions

First Aid
- HLTFA301B Apply first aid

Food and Beverage
- SITHFAB005A Provide table service of alcoholic beverages
- SITHFAB009A Provide responsible service of alcohol
- SITHFAB010C Prepare and serve non-alcoholic beverages
- SITHFAB011A Develop and update food and beverage knowledge
- SITHFAB012B Prepare and serve espresso coffee
- SITHFAB222A Conduct a product tasting for alcoholic beverages

Guiding
- SITTGDE008A Research and share general information on Australian Indigenous cultures
- SITTGDE009A Interpret aspects of local Australian Indigenous culture

Inventory
- SITXINV001A Receive and store stock
Languages other than English
- SITXLAN1_A Conduct basic workplace oral communication in a language other than English
- SITXLAN2_A Conduct routine workplace oral communication in a language other than English

Occupational Health and Safety
- SITXOHS002A Follow workplace hygiene procedures

Risk Management and Security
- SIRXRSK001A Minimise theft

Sales
- SIRXSLS001A Sell products and services
- ASIRXSLS002A Advise on products and services

Tour Operations
- SITTTOP002a Load touring equipment and conduct pre-departure checks
- TLIC107C Drive vehicle

Tourism Sales and Operations
- SITTTSL001A Operate an online information system
- SITTTSL002A Access and interpret product information
- SITTTSL003A Source and provide international destination information and advice
- SITTTSL004A Source and provide Australian destination information and advice
- SITTTSL007B Receive and process reservations
- SITTTSL009B Process travel-related documentation
Venue and Facility Operations

- SITTVAF002A Provide a briefing or scripted commentary
- SITTVAF004A Load and unload a ride

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification. Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Office assistant for a small tour operator

- BSBITU102A Develop keyboard skills
- BSBWOR204A Use business technology
- BSBITU201A Produce simple word processed documents
- SITTTSL007B Receive and process reservations
- SITTTSL009B Process travel-related documentation
- SITXADM001A Perform office procedures
- SITXCOM004A Communicate on the telephone

Retail sales assistant in an attraction

- SIRXCCS001A Apply point-of-sale handling procedures
- SIRXRSK001A Minimise theft
- SIRXSLS001A Sell products and services
- SIRXSLS002A Advise on products and services
- SITHFAB010C Prepare and serve non-alcoholic beverages
- SITXCCS001B Provide visitor information
- SITXLAN1__A Conduct basic workplace oral communication in a language other than English

Museum attendant

- CULMS201B Develop and apply knowledge of the museum industry
- CULMS205B Observe and report basic condition of collection
- CULMS207B Assist with the presentation of public activities and events
- SIRXCCS001A Apply point-of-sale handling procedures
- SIRXSLS001A Sell products and services
- SITTVAF002A Provide a briefing or scripted commentary
- SITXCCS001B Provide visitor information
### CLASSIFICATIONS

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<td>Tourism And Travel Advisers</td>
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