



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIT30107 Certificate III in Tourism**

**Revision Number: 1**

## SIT30107 Certificate III in Tourism

### Modification History

Not applicable.

### Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales, operational and tour delivery 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 skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

#### Job roles

Individuals with this qualification are able to work in multiple tourism industry sectors and enterprise types. This qualification is very flexible and is designed to meet a broad range of 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 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.

Possible job titles include:

- guide and salesperson in an Indigenous cultural centre
- cellar door salesperson and guide in a winery
- attendant and guide in a museum
- attendant in an attraction or theme park
- senior ride operator in an attraction or theme park
- operations consultant for a tour operator
- reservation sales agent for a tour operator.

#### Prerequisite requirements

There are no prerequisites for entry to this qualification.

### Pathways Information

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

### EMPLOYABILITY SKILLS SUMMARY

#### SIT30107 Certificate III in Tourism

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Communication</b>	Communicating with colleagues, other tourism suppliers and agents to plan and deliver the customer's tourism experience; understanding verbal and written information on tourism products to be delivered; determining and interpreting customer requirements; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers, suppliers and agents in a culturally appropriate manner to ensure a positive tourism experience.
<b>Teamwork</b>	Working as a team member, giving and receiving instructions and understanding own lead role in servicing the needs of the tourism customer; supporting other team members in their role in providing quality tourism service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
<b>Problem solving</b>	Anticipating problems that may arise with tourism product delivery; mitigating problems by operational planning of all tourism product delivery details; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers or agents in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or operational problems associated with delivering the tourism product.
<b>Initiative and enterprise</b>	Showing independence and initiative required to take a lead role in delivering tourism products that meet or exceed customer expectations; identifying and discussing a range of tourism product and service concepts to improve existing product and service delivery.
<b>Planning and organising</b>	Collecting, analysing and organising customer, product

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
	and supplier or agent information to allow for efficient planning and delivery of tourism products and services; setting timelines and organising own work flow to coordinate the delivery of tourism experiences; using appropriate predetermined policies and procedures to guide the planning and delivery of tourism products.
<b>Self-management</b>	Understanding and complying with the legal responsibilities that apply to own role in servicing the tourism customer; knowing own job role and responsibilities in planning and delivering the tourism product; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively planning and delivering tourism activities.
<b>Learning</b>	Knowing the structure of, networks within, and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism activities and information for customers.
<b>Technology</b>	Understanding the operating capability of, selecting and using technologies that assist in planning and delivering tourism products such as computer systems and software, microphones, vehicles, navigation equipment, and recreational and entertainment equipment; correctly using equipment to ensure personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

## Packaging Rules

### QUALIFICATION RULES

To achieve a Certificate III in Tourism, 15 units must be completed:

- all 5 core units
- 10 elective units:
  - a minimum of 6 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.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

### CORE UNITS

SITTIND001B	Develop and update tourism industry knowledge
SITXCCS001B	Provide visitor information
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures

### ELECTIVE UNITS

#### Accommodation Services

SITHACS006B	Clean premises and equipment
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#### Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
BSBRES401A	Analyse and present research information

#### Client and Customer Service

SIRXCCS001A	Apply point-of-sale handling procedures
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**Communication and Teamwork**

SITXCOM003A Deal with conflict situations

SITXCOM004A Communicate on the telephone

**Computer Operations and ICT Management**

BSBITU309A Produce desktop published documents

BSBITU301A Create and use databases

BSBITU302A Create electronic presentations

BSBITU102A Develop keyboard skills

BSBWOR204A Use business technology

BSBITU201A Produce simple word processed documents

BSBITU306A Design and produce business documents

BSBITU203A Communicate electronically

**E-Business**

BSBITU305A Conduct online transactions

BSBEBU401A Review and maintain a website

BSBCUS401A Coordinate implementation of customer service strategies

**Environmental Sustainability**

SITXENV002A Implement and monitor environmentally sustainable work practices

**Events**

SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations

**Finance**

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
BSBFIA303A	Process accounts payable and receivable

**First Aid**

HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation

**Food and Beverage**

SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
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**

SITTGDE001B	Work as a guide
SITTGDE002A	Provide arrival and departure assistance
SITTGDE004A	Lead tour groups
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides
SITTGDE008A	Research and share general information on Australian Indigenous cultures
SITTGDE009A	Interpret aspects of local Australian Indigenous culture
SITTGDE010A	Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE011A	Prepare specialised interpretive content on marine environments
SITTGDE012A	Prepare specialised interpretive content on cultural and heritage environments

**Human Resource Management**

SITXHRM001A	Coach others in job skills
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**Inventory**

SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock

<b>Languages other than English</b>	
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
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
<b>Merchandising</b>	
SIRXMER001A	Merchandise products
<b>Occupational Health and Safety</b>	
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS003B	Identify hazards, and assess and control safety risks
<b>Planning and Product Development</b>	
SITTPPD005A	Plan and develop interpretive activities
<b>Risk Management and Security</b>	
CPPSEC2012A	Monitor and control individual and crowd behaviour
SIRXRSK001A	Minimise theft
SITXCCS305A	Provide lost and found facility

**Sales**

SIRXSLS001A            Sell products and services

SIRXSLS002A            Advise on products and services

**Tour Operations**

SITTTOP002A            Load touring equipment and conduct pre-departure checks

SITTTOP003B            Operate and maintain a 4WD tour vehicle

SITTTOP005A            Provide camp site catering

TLIB307C                Carry out vehicle servicing and maintenance

TLIC107C                Drive vehicle

TLIC807C                Drive coach/bus

**Tourism Sales and Office 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
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL011A	Maintain a product inventory

**Venue and Facility Operations**

SITTVAF002A	Provide a briefing or scripted commentary
SITTVAF003A	Operate a ride location
SITTVAF004A	Load and unload a ride
SITTVAF005B	Operate a games location

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

***Guide and salesperson in an Indigenous cultural centre***

CUVPRP03A Develop and apply knowledge of Aboriginal or Torres Strait Islander cultural arts

SIRXCCS001A Apply point-of-sale handling procedures

SIRXRSK001A Minimise theft

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITTGDE001B Work as a guide

SITTGDE007A Develop and maintain the general and regional knowledge required by guides

SITTGDE008A Research and share general information on Australian Indigenous cultures

SITXADM001A Perform office procedures

SITXINV001A Receive and store stock

***Cellar door sales person and guide in a winery***

SITHFAB222A Conduct a product tasting for alcoholic beverages

SITXCCS001B Provide visitor information

SIRXCCS001A Apply point-of-sale handling procedures

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITTGDE001B Work as a guide

SITTGDE006A Prepare and present tour commentaries or activities

SITXINV001A Receive and store stock

***Attendant and guide in a museum***

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

CULMS412B Record and maintain collection information

SIRXCCS001A Apply point-of-sale handling procedures

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITTGDE001B Work as a guide

SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments

SITTVAF002A Provide a briefing or scripted commentary

***Attendant in an attraction or theme park***

HLTFA301B Apply first aid

SIRXCCS001A Apply point-of-sale handling procedures

SIRXSLS001A Sell products and services

SITHACS006B Clean premises and equipment

SITHFAB003A Serve food and beverage to customers

SITHFAB010C Prepare and serve non-alcoholic beverages

SITTVAF002A Provide a briefing or scripted commentary

SITTVAF003A Operate a ride location

SITTVAF004A Load and unload a ride

SITXLAN1\_\_A Conduct basic workplace oral communication in a language other than English

***Reservation sales agent for a tour operator***

BSBITU203A Communicate electronically

SITTTOP002A Load touring equipment and conduct pre-departure checks

SITTTSL001A Operate an online information system

SITTTSL002A Access and interpret product information

SITTTSL005A Sell tourism products and services

SITTTSL006B Prepare quotations

SITTTSL007B Receive and process reservations

SITTTSL009B Process travel-related documentation

SITTTSL010B Control reservations or operations using a computerised system

SITXADM001A Perform office procedures

## **Unit Grid**

BSBCUS401A Coordinate implementation of customer service strategies

BSBEBU401A Review and maintain a website

BSBFIA303A Process accounts payable and receivable

BSBITU102A Develop keyboard skills

BSBITU201A Produce simple word processed documents

BSBITU203A Communicate electronically

BSBITU301A Create and use databases

BSBITU302A Create electronic presentations

BSBITU305A Conduct online transactions

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

BSBRES401A Analyse and present research information

BSBWOR204A Use business technology

CPPSEC2012A Monitor and control individual and crowd behaviour

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

CULMS412B Record and maintain collection information

CUVPRP03A Develop and apply knowledge of Aboriginal or Torres Strait Islander Cultural Arts

HLTFA301B Provide first aid

HLTFA302A Provide first aid in a remote situation

SIRXCCS001A Apply point-of-sale handling procedures

SIRXMER001A Merchandise products

SIRXRSK001A Minimise theft

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITHACS006B Clean premises and equipment

SITHFAB003A Serve food and beverage to customers

SITHFAB004A Provide food and beverage service

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  
SITTGDE001B Work as a guide  
SITTGDE002A Provide arrival and departure assistance  
SITTGDE004A Lead tour groups  
SITTGDE006A Prepare and present tour commentaries or activities  
SITTGDE007A Develop and maintain the general and regional knowledge required by guides  
SITTGDE008A Research and share general information on Australian Indigenous cultures  
SITTGDE009A Interpret aspects of local Australian Indigenous culture  
SITTGDE010A Prepare specialised interpretive content on flora, fauna and landscape  
SITTGDE011A Prepare specialised interpretive content on marine environments  
SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments  
SITTIND001B Develop and update tourism industry knowledge  
SITTPPD005A Plan and develop interpretive activities  
SITTTOP002A Load touring equipment and conduct pre-departure checks  
SITTTOP003B Operate and maintain a 4WD tour vehicle  
SITTTOP005A Provide camp site catering  
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  
SITTTSL005A Sell tourism products and services  
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SITTTSL007B Receive and process reservations  
SITTTSL008B Book and coordinate supplier services  
SITTTSL009B Process travel -related documentation  
SITTTSL010B Control reservations or operations using a computerised system  
SITTTSL011A Maintain a product inventory  
SITTVAF002A Provide a briefing or scripted commentary  
SITTVAF003A Operate a ride location  
SITTVAF004A Load and unload a ride  
SITTVAF005B Operate a games location  
SITXADM001A Perform office procedures  
SITXADM002A Source and present information  
SITXCCS001B Provide visitor information  
SITXCCS305A Provide lost and found facility  
SITXCOM001A Work with colleagues and customers  
SITXCOM002A Work in a socially diverse environment  
SITXCOM003A Deal with conflict situations  
SITXCOM004A Communicate on the telephone  
SITXENV002A Implement and monitor environmentally sustainable work practices  
SITXEVT001B Develop and update event industry knowledge  
SITXEVT002B Provide event staging support  
SITXEVT003B Process and monitor event registrations  
SITXEVT004B Coordinate on-site event registrations

SITXFIN001A Process financial transactions  
SITXFIN002A Maintain financial records  
SITXHRM001A Coach others in job skills  
SITXINV001A Receive and store stock  
SITXINV002A Control and order stock  
SITXOHS001B Follow health, safety and security procedures  
SITXOHS002A Follow workplace hygiene procedures  
SITXOHS003B Identify hazards, and assess and control safety risks  
TLIB307C Carry out vehicle servicing and maintenance  
TLIC107C Drive vehicle  
TLIC807C Drive coach\_bus