

Operator Admin

Visitor Information

Customer Service



RPL
Available

Enrol Now!

SIT20116 Certificate II in Tourism

Suitable for entry-level roles in the travel and tourism industry, across various workplaces.

Course cost: \$1,500

Study 11 units of competency

Delivery mode combining:

- Face to Face Workshops
- Zoom video conferencing
- Self-Paced Study



For more information or enrolment,
please email skilling@rapad.com.au or call
07 4652 5600

www.rapadskilling.com.au



NATIONALLY RECOGNISED
TRAINING

SIT20116 Certificate III in Tourism

Course Structure

To achieve SIT20116 Certificate II in Tourism, a total of 11 units of competency must be completed, comprising four core units and seven elective units. Units are dependent on the packaging rules of the qualification, and electives chosen may vary based on the learner's job role, and employer or industry requirements. The Trainer will assist in selecting the most appropriate units of competency to study based on the learner's desired outcome.



Core Units x 4

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

Electives Units x 7

SITXCCS001 Provide customer information and assistance
SITXCCS002 Provide visitor information
BSBCMM201 Communicate in the workplace
BSBWOR203 Work effectively with others
BSBITU211 Produce digital text documents
BSBITU212 Create and use spreadsheets
BSBSUS201 Participate in environmentally sustainable work practices

SITXFIN001 Process financial transactions
HLTAID003 Provide first aid
SITHFAB002 Provide responsible service of alcohol
SITTTSL001 Operate online information systems
SITTTSL002 Access and interpret product information

Electives Units - Alternatives

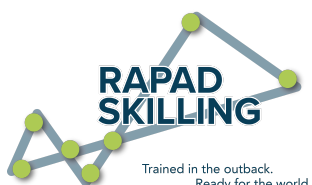
If the learner requires an alternative elective unit/s due to specific work role, employer or industry requirements, the Trainer will provide advice on alternative elective options, according to the qualification's packaging rules.

Credit Transfer

Credit Transfer is available and free of charge if the learner currently already holds a unit of competency and can provide evidence documents.

Award

On successful completion of all units of competency and course requirements, the learner will be awarded the SIT20116 Certificate II in Tourism



RTO# 32295

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