

Tour Guide

Visitor Info

Booking Agent



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## SIT30116 Certificate III in Tourism

Subsidised Training Available\*

\*Funding eligibility criteria applies

**Concessional \$50**

**Non-Concessional \$100**

If not eligible for funding: full fee \$3,550

Study 15 units of competency

**Delivery mode combining:**

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



RTO# 32295

For more information or enrolment,  
please email [skilling@rapad.com.au](mailto:skilling@rapad.com.au) or call  
**07 4652 5600**

[www.rapadskilling.com.au](http://www.rapadskilling.com.au)



NATIONALLY RECOGNISED  
TRAINING

# SIT30116 Certificate III in Tourism

## Course Structure

To achieve SIT30116 Certificate III in Tourism, a total of 15 units of competency must be completed, comprising four core units and eleven 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  
SITXCCS006 Provide service to customers

SITXCOM002 Show social and cultural sensitivity  
SITXWHS001 Participate in safe work practices

## Electives Units x 11

SITTTSL001 Operate online information systems  
SITTTSL002 Access and interpret product information  
SITXCCS002 Provide visitor information  
SITTTSL005 Sell tourism products and services  
SITTTSL006 Prepare quotations

SITTTSL007 Process reservations  
SITTTSL008 Book supplier products and services  
SITXFIN001 Process financial transactions  
SITXCCS001 Provide customer information and assistance  
BSBCMM201 Communicate in the workplace  
BSBWOR203 Work effectively with others

## 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 SIT30116 Certificate III in Tourism

## Support Services

RAPAD Skilling undertakes a duty of care towards learners by facilitating access to personal counselling, disability services, and help with language, literacy and numeracy tutoring. Learners are referred to specialised allied health, chaplaincy, cultural, medical, and spiritual services if the need arises.



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## Frequently Asked Questions

### ***Is this the right course for me?***

This qualification 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. This qualification provides a pathway to work in many tourism industry sectors and for a diversity of employers including tour operators, inbound tour operators, visitor information centres, attractions, cultural and heritage sites, and any small tourism business.

This qualification allows for multi-skilling and for specialisation in office-based roles involving the planning and coordination of tourism services, or roles in the field where products are delivered.

### ***How will the course be delivered to me?***

This course will be delivered in 6-12 months, predominantly via self-paced online study, with regular Trainer contact. The course will be delivered at various locations.

### ***Is this course available as a traineeship?***

Yes - however traineeships funded under the User Choice program are subject to eligibility. Please contact the Trainer for more information if you are interested in undertaking a traineeship

### ***How will the course be assessed?***

Assessment will involve written questioning, practical demonstrations, task observations, and workplace projects.

### ***Do I need to work in the tourism industry?***

It is a requirement of the course to be employed in the tourism industry. Your workplace must ensure access to all relevant workplace facilities, equipment, resources and customers to meet the training package requirements. Specific workplace requirements may vary.

### ***Will I have to pass a Language, Literacy and Numeracy test?***

Each learner is required to undertake an online LLN assessment. It is important to remember that this is NOT a test, but will be used to give the Trainer an indication of your capabilities across the 5 core skills, and support that you may require throughout the course.

### ***How many units of competency will I need to do?***

This qualification's packaging rules require a total of 15 units of competency - 4 core units, 11 elective units. In order to be awarded the SIT30116 Certificate III in Tourism, you must satisfactorily complete all assessments for the units of competency, and other requirements of the qualification.



# SIT30116 Certificate III in Tourism

## Frequently Asked Questions

### ***Do I need to purchase a textbook for my study?***

You will be provided with all of the reading materials you will need to complete the course. At times, your assessment may require some additional research into the events industry. Your Trainer can assist you with accessing any additional information you may require.

### ***Can my previous skills and knowledge be recognised?***

Yes, you are able to apply for Recognition of Prior Learning (RPL). RPL application attracts a non-refundable fee and is subject to the submission of acceptable evidence. Talk to the Trainer for more information, or refer to our RPL Kit documents. Credit Transfer may be granted if you provide certified evidence of an academic award and transcript of results.

### ***Will I be eligible for funding?***

The Queensland Government currently offers eligible Queenslanders access to government subsidised training through the Certificate 3 Guarantee & User Choice programs. Please talk to the Trainer for more information regarding eligibility funding

### ***I am not eligible for funded training, what options do I have?***

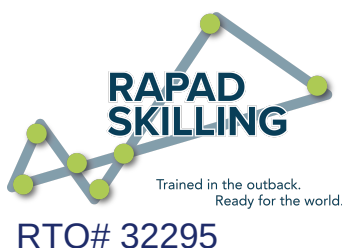
If you are ineligible for funding, please talk to the Trainer about payment plans. We understand that training can attract significant costs, and we will try our best to make sure you have access to quality training. The full fee for service cost of this course is \$3,550 - \$1,000 payable prior to commencement, \$1,000 payable after 3 months, \$1,000 payable after 6 months, remaining \$550 payable prior to issuance of certificate. Please refer to our Learner Handbook for more information on payment and refunds.

### ***Will I be able to receive support throughout the course?***

You will have access to the Trainer and Assessor via phone or email during business hours. Your Trainer will schedule regular contact via phone, video conferencing (Zoom) and provide access to a group chat platform where you can communicate with other students in the course.

### ***I have more questions, who do I contact?***

If you have any further questions about this course, please feel free to contact RAPAD Skilling via email at [skilling@rapad.com.au](mailto:skilling@rapad.com.au), or by phoning 07 4652 5600.



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