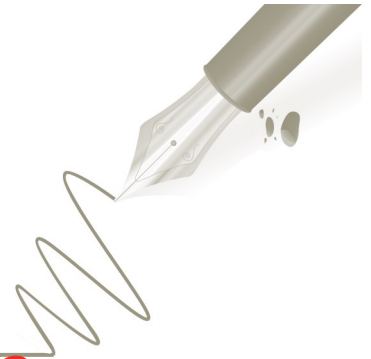




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CERTIFICATE II IN TOURISM

SIT20112

ABOUT THE QUALIFICATION

This qualification reflects the role of individuals who use a defined and limited range of operational skills. They are involved in mainly routine and repetitive tasks using practical skills and basic industry knowledge. They work under direct supervision.

QUALIFICATION PATHWAYS

This qualification is suitable for VET in Schools (VETiS) delivery and for an Australian Apprenticeship pathway.

Individuals may enter this qualification with limited or no vocational experience and without a relevant lower level qualification.

After achieving SIT20112 Certificate II in Tourism, individuals may progress to Certificate III qualifications in a range of industries.

Please speak with our Learning & Development Manager if you are interested in pursuing this option at the completion of your course.

COURSE CONTENT

For this qualification you are required to complete four (4) core units of competency and seven (7) elective units of competency, making a total of 11 units of competency.

You must choose a selection of electives that must be guided by job outcomes sought, local industry requirements and the characteristics of this qualification.

We will be happy to sit and discuss these options with you prior to you enrolling in your course.

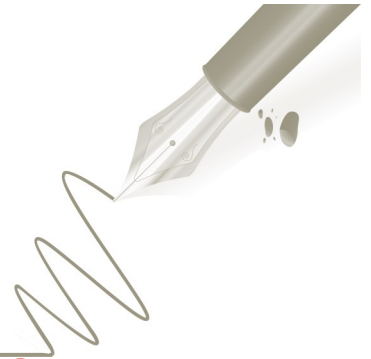


NATIONALLY RECOGNISED
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CERTIFICATE II IN TOURISM

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COURSE DURATION

Each person undertaking this qualification brings their own education & skills levels to the table, impacting on the overall time taken to complete their course.

With the on-line web-based learning facilities and trainer support, all International Institute of Excellence students have the capacity to complete their training in real-time yet at a pace that is reflective of their learning requirements.

4 CORE UNITS OF COMPETENCY

- ⇒ Source and use information on the tourism and travel industry
- ⇒ Interact with customers
- ⇒ Show social and cultural sensitivity
- ⇒ Participate in safe work practices

7 ELECTIVE UNITS OF COMPETENCY FROM THE FOLLOWING CATEGORIES

- ⇒ Accommodation Services
- ⇒ Client and Customer Service
- ⇒ Cultural Services
- ⇒ Communication and Teamwork
- ⇒ Computer Operations and ICT Management
- ⇒ Environmental Sustainability
- ⇒ Finance
- ⇒ First Aid
- ⇒ Food and Beverage
- ⇒ Food Safety
- ⇒ Guiding
- ⇒ Inventory
- ⇒ Languages other than English
- ⇒ Risk Management and Security
- ⇒ Sales
- ⇒ Tour Operations
- ⇒ Tourism Sales and Office Operations
- ⇒ Venue and Facility Operations

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