

## SIT20116 Cert II in Tourism

This qualification reflects the role of individuals who have defined and limited ranges of tourism operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision. This qualification provides a pathway to work in many tourism and travel industry sectors.

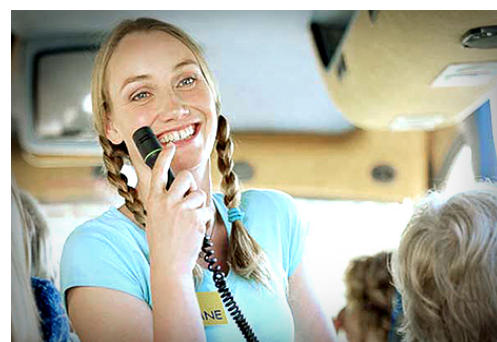
A total of 11 units must be completed consisting of 4 core units and 7 elective units.

### Core units:

- SITTIND001 Source and use information on the tourism and travel industry
- SITXCCS003 Interact with customers
- SITXCOM003 Show social and cultural sensitivity
- SITXWHS001 Participate in safe work practices

### Elective Units:

- SITTGDE008 Prepare specialised interpretive content on flora, fauna and landscape
- SIRXSL001 Sell to the retail customer
- SIRXPDK001 Advise on products and services
- SITXCCS001 Provide customer information and assistance
- SITXCCS002 Provide visitor information
- BSBCMM201 Communicate in the workplace
- BSBWOR203 Work effectively with others
- SITXCOM001 Source and present information
- BSBSUS201 Participate in environmentally sustainable work practices



For staff who have already worked and gained extensive experience and skills in this industry, we offer the opportunity to complete RPL/RCC to gain formal qualifications in this Qualification.



NATIONALLY RECOGNISED  
TRAINING