Course overview

Develop your skills in tourism service, sales and industry operations with this exciting entry-level course. You’ll work in an ever-changing industry that hasn’t shown any signs of slowing down as you welcome visitors and share your knowledge. This course will teach you how to offer advice on domestic destinations, offer high-quality customer service, prepare and deliver commentaries, and follow workplace health & safety guidelines.

Successful completion of this course could result in you working as an inbound tour coordinator, tour guide or visitor information officer in some incredibly beautiful Australian destinations.

Times

Classes run on Tuesdays, Wednesdays and Thursday between the hours of 9.00am and 3.00pm. Learners will be provided with a 15 minute tea break and 30 minute lunch break on days of attendance. No class attendance is required on public Holidays, weekends, or over the Victorian 2019 school holiday period.

Career opportunities

Possible job titles include;

- Adventure tourism guide
- Attendant or senior ride operator in an attraction or theme park
- Booking agent
- Cellar door salesperson and guide in a winery
- Customer service agent
- Guide and salesperson in an Indigenous cultural centre
- Inbound tour coordinator
- Marine tourism guide or dive tour operator
- Museum attendant
- Operations consultant for a tour operator
- Reservations sales agent
- Sales consultant
- Visitor information officer

Opportunities for further study

- SIT40116 Certificate IV Travel and Tourism (Not on offer at TAFE Gippsland)
- SIT50116 Diploma of Travel and Tourism Management (Not on offer at TAFE Gippsland)
- SIT60116 Advanced Diploma of Travel and Tourism Management (not on offer at TAFE Gippsland)

Qualifications and Recognition

Upon successful completion of this course students will be eligible to receive the Certificate III in Tourism.
Specialist Course Information
N/A

Placement
Not Applicable

Material and Equipment Supplied by Students
Not Applicable

Entry Requirements
Mandatory entry requirements
- For each Learner enrolling in a vocational qualification, regardless of eligible or ineligible status under the Victorian Training Guarantee, TAFE Gippsland will conduct a Pre-Training Review of current competencies (including literacy and numeracy skills) prior to commencement in training.

The Pre-Training Review will:
- identify any competencies previously acquired (Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) or Credit Transfer);
- ascertain the most appropriate qualification for that Learner to enrol in, including consideration of the likely job outcomes from the development of new competencies and skills; and
- ascertain that the proposed learning strategies and materials are appropriate for that individual.

When the Pre-Training Review identifies that a Learner may not have the Foundation skills required, the Learner will be referred to an Australian Core Skills Framework (ACSF) specialist for an assessment against ACSF core skills of learning, reading, writing, oral communication and numeracy.

When a gap exists between the Learner’s assessed ACSF level and the ACSF levels required within the vocational qualification (whether in any one, or a combination, of ACSF-assessed skills), TAFE Gippsland will recommend appropriate strategies for the Learner.

Recognition of Prior Learning (RPL)
Many TAFE Gippsland courses offer Recognition of Prior Learning (RPL). To find out more visit the TAFE Gippsland website or contact us to discuss your options.

Course Cost
For an individual quotation of fees payable and material and equipment fees to be supplied by students, please visit your nearest TAFE Gippsland campus.

VET Student Loans
Not Applicable for this course

Student Services
Student Services offers a range of services designed to meet student’s social, emotional and educational needs. Contact Student Services on 1300 133 717.

Enquiries
To find out more, visit the TAFE Gippsland website, or contact TAFE Gippsland to express your interest.

Course modules
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<th>Unit Description</th>
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<td>Respond to a customer in crisis</td>
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<tr>
<td>SITTTSL006</td>
<td>Prepare quotations</td>
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<tr>
<td>SITTGDE005</td>
<td>Prepare and present tour commentaries or activities</td>
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<tr>
<td>SITTIND001</td>
<td>Source and use information on the tourism and travel industry</td>
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<tr>
<td>SITTSSL002</td>
<td>Access and interpret product information</td>
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<td>SITXCCS006</td>
<td>Provide service to customers</td>
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<tr>
<td>SITXCCS001</td>
<td>Provide customer information and assistance</td>
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<td>SITXFIN001</td>
<td>Process financial transactions</td>
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<td>SITXEB5001</td>
<td>Use Social media in business</td>
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<td>SITTGDE001</td>
<td>Interpret aspects of local Australian Indigenous culture</td>
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<td>SITTTSL005</td>
<td>Sell tourism products and services</td>
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<td>SITXCCS002</td>
<td>Provide visitor information</td>
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<td>SITTSSL001</td>
<td>Operate online information systems</td>
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<tr>
<td>SITXWHS001</td>
<td>Participate in safe work practices</td>
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<td>SITXCOM002</td>
<td>Show social and cultural sensitivity</td>
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