

SIT2016 Certificate II in Tourism

This program provides an overview of the tourism industry and introduces practical administrative skills including safety and security in the workplace, customer service, simple computing tasks and some basic administrative tasks.

After achieving this qualification you will have the knowledge and skills required to work in a junior role in many tourism and travel industry sectors. Work could be undertaken in an office environment where the planning of tourism and travel products and services takes place, in the field where products are delivered or a combination of both.

Example Units of Competency

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
BSBWOR203	Work effectively with others
SITXCCS002	Provide visitor information
SITHFAB002	Provide responsible service of alcohol
SITEEVT001	Source and use information on the events industry
SITXFIN001	Process financial transactions
SITXCCS006	Provide service to customers
SITTTSL004	Provide advice on Australian destinations

SIT2016 Certificate II in Tourism - Career Pathway

Certificate II	Certificate III	Diploma
<ul style="list-style-type: none"> ♦ Museum Attendant ♦ Office Assistant (Tour Operator) ♦ Retail Assistant (Attraction) ♦ Ride Attendant ♦ Receptionist (Events Company) 	<ul style="list-style-type: none"> ♦ Cellar Door Salesperson and Guide ♦ Inbound Tour Co-ordinator ♦ Marine Tourism Assistant ♦ Visitor Information Officer ♦ Conference and Events Assistant (Resort) ♦ Event Administrative Assistant ♦ Event Operations Assistant 	<ul style="list-style-type: none"> ♦ Conference Coordinator ♦ Sports Event Coordinator

How Can I Study This Course?



Virtual Reality



Classroom

How Long Does This Course Take?



1620 Hours

Top Occupational Outcome

Following are the top occupation groups that surveyed graduates of this course are employed as:



Sales Workers



Labourers



Community and Personal
Service Workers

Top Employing Industries

Following are the top industries that surveyed graduates of this course are employed in:



Retail Trade



Accommodation and
Food Services



Transport, Postal
and Warehousing

Why Redmako?

Redmako Learning is an established Registered Training Organisation in Queensland.

Redmako Learning operate in specialist industry niches, having engaging trainers inspire their trainees with their knowledge, experience & well curated resources. All listed qualifications are Nationally Recognised and many have State Government funded fee subsidies.

At Redmako Learning, we want to make difference, we want to be influential & we likely want to do this with you! so get in touch today & let's discuss your options.