



**SIT50112**

## Diploma of Travel & Tourism

### ENTRY REQUIREMENTS

Entry to this qualification is open to individuals who are able to demonstrate tourism and travel industry knowledge, customer service and operational skills. The individual must either:

1. Be formally assessed through a training program or recognition process, against one of the unit clusters listed in the qualification information on [www.training.gov.au](http://www.training.gov.au). OR
2. Have relevant tourism and travel industry employment experience. A job that has involved the application of skills described in one of the unit clusters would be a satisfactory indicator for entry. A determination need not involve a formal process of measuring, evaluating or recording performance against the units of competency.

If a student does not have existing competence in any of the entry requirement unit clusters, they may undertake the Tourism Operations (office-based pathway) unit cluster below, prior to the commencement of the Diploma qualification. Achieving competence in all eight units within the cluster is required in order to commence the SIT50112 Diploma of Travel and Tourism. Students who wish to complete the eight entry requirement units at ACBC, will be enrolled in the units separately. Students will be awarded a nationally recognised Statement of Attainment for successfully completing these units. ACBC will offer the following unit cluster to students:

### TOURISM OPERATIONS (Office Based Pathway)

<b>SITTIND201</b>	Source and use information on the tourism and travel industry
<b>SITTTSL201</b>	Operate an online information system
<b>SITTTSL202</b>	Access and interpret product information
<b>SITTTSL306</b>	Book supplier services
<b>SITTTSL307</b>	Process travel related documentation
<b>SITTTSL308</b>	Use a computerised reservations or operations system
<b>SITXCCS401</b>	Enhance the customer service experience
<b>SITXCOM201</b>	Show social and cultural sensitivity

### DURATION

The Diploma of Travel and Tourism is a full-time qualification which requires 20 hours per week over a period of 28 weeks (excluding holidays). Additional home based study will be required.

### QUALIFICATION

Graduates completing all components of the qualification and demonstrating competence in all units will be awarded a nationally recognised SIT50112 Diploma of Travel and Tourism. A nationally recognised Statement of Attainment will be issued where a student has successfully completed part of the qualification.

### CAREER OPPORTUNITIES

This qualification provides a pathway to work in many sectors of the tourism and travel industry as a Departmental or Small Business Manager. This qualification allows for multiskilling and for specialisation in either operations, management or marketing, and product development. Possible job responsibilities after gaining sufficient work experience include:

Manager for:

- Inbound groups
- Inbound sales
- Operations
- Products
- Reservations
- Retail travel agencies

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[info@acbc.nsw.edu.au](mailto:info@acbc.nsw.edu.au)

The Australian Careers Business College is registered by Australian Skills Quality Authority (ASQA) to deliver selected Nationally Recognised Qualifications.



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### CREDIT TRANSFER (CT)

Australian Careers Business College recognises and grants credit transfer for nationally recognised qualifications issue by other RTO's. Full details of the application process can be acquired from the college's student administration.

### RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of prior learning acknowledges skills, knowledge and competencies obtained through:

- Formal training/study
- Work experience
- Life experience

Students are eligible to apply for RPL and an administration fee of \$450 per unit of competency applies depending on the evidence supplied by students seeking RPL. Full details of the application process can be acquired from the college's student administration.

### LANGUAGE LITERACY AND NUMERACY (LLN) SKILLS

Students enrolling in this qualification will undertake a LLN test to ascertain whether any remedial work is required.

### QUALIFICATION DELIVERY

The qualification is delivered by a combination of lectures and tutorial sessions. The lectures are designed to explain the elements and criteria of each unit of competency.

### ASSESSMENT

Assessment methods for this qualification are a combination of practical projects, written tests, case studies, role plays and assignments. Assessment may also include 'integrated assessment' whereby a number of units of competency are assessed together.

### UNIVERSITY OPTIONS

Students wishing to pursue University after completing studies at ACBC can do so in conjunction with various Universities and Educational Institutions. Depending on the student's results and the University selected, graduates may be eligible for up to one year's recognition.

### LEARNING RESOURCES

All equipment and resources are provided for students enrolling into this qualification including textbooks, student handouts and assessment instructions at no cost.

### FACILITIES

The qualification is held in a designated classroom for lectures, tutorials and group work. For any work requiring computers there are computer labs which can be utilised, with every student allocated their own workstation. These computers can also be used to access the Internet for research purposes. There is also a range of textbooks and workbooks that students may access as additional resources.

### CAMPUS LOCATIONS

All three campuses are located in the heart of the Business District of their respective locations and no more than a five minute walk from the train station.

149-151 George Street Liverpool NSW  
Level 1, 85 George Street Parramatta NSW  
313-323 Crown Street Wollongong NSW

ACBC is a Registered Training Organisation (RTO) No. 90271.

## QUALIFICATION UNITS OF COMPETENCY

### (10) TEN CORE UNITS

<b>BSBWRT401A</b>	Write complex documents
<b>SITXCCS501</b>	Manage quality customer service
<b>SITXCOM401</b>	Manage conflict
<b>SITXFIN401</b>	Interpret financial information
<b>SITXFIN402</b>	Manage finances within a budget
<b>SITXFIN501</b>	Prepare and monitor budgets
<b>SITXHRM402</b>	Lead and manage people
<b>SITXMGT401</b>	Monitor work operations
<b>SITXMGT501</b>	Establish and conduct business relationships
<b>SITXWHS401</b>	Implement and monitor work health and safety practices

### (7) SEVEN ELECTIVE UNITS

<b>SITTTSL309</b>	Source airfares for domestic flights
<b>SITTTSL310</b>	Construct normal international airfares
<b>SITTTSL311</b>	Construct promotional international airfares
<b>SITXHRM501</b>	Recruit, select and induct staff
<b>SITTTSL304</b>	Prepare quotations
<b>SITXMPR402</b>	Create a promotional display or stand
<b>BSBCMM401A</b>	Make a presentation



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