



# DIPLOMA OF TRAVEL & TOURISM

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

## ENTRY REQUIREMENTS

Entry to this qualification is open to individuals who are able to demonstrate Travel & Tourism 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 Travel & Tourism 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 & 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

**SITTTSL308** Use a computerised reservations or operations system

**SITXCCS401** Enhance the customer service experience

**SITXCOM201** Show social and cultural sensitivity

## QUALIFICATION

Graduates completing all components of the course and demonstrating competence in all units will be awarded a nationally recognised SIT50112 Diploma of Travel & Tourism, which is currently in release 3. A nationally recognised Statement of Attainment will be issued where a student has withdrawn but has successfully completed part of the qualification or completes the course but does not demonstrate competency in all units.

## CAREER OPPORTUNITIES

This qualification provides a pathway to work in many sectors of the Travel & Tourism 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 | ➤ Products               |
| ➤ Inbound sales  | ➤ Reservations           |
| ➤ Operations     | ➤ Retail travel agencies |

## CREDIT TRANSFER (CT)

ACBC recognises and grants credit transfer for nationally recognised units of competency issued by other RTOs. Full details of the application process can be acquired from the college's student services.

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

➤ 1300 COLLEGE

## 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 an LLN test to determine the student's ability to engage in the course.

## MODE OF DELIVERY

This course is delivered face-to-face in a classroom based learning environment. This mode of delivery will combine theory-based material and practical tasks. The theory sessions are designed to explain the skills, knowledge and tasks that comprise the Diploma of Travel & Tourism.

## 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.

## QUALITY OF TRAINING

ACBC is responsible for the quality of the training and assessment being provided in this course and for the issuance of any AQF certificate.

## UNIVERSITY OPTIONS

Students wishing to pursue University after completing studies at ACBC can do so in conjunction with various universities and educational institutions. Graduates may be eligible for up to one year recognition depending on the student's result and the university selected.

## LEARNING RESOURCES

All equipment and resources are provided for students enrolling into this qualification including textbooks, learner guides, student handouts and assessment instructions at no cost. A list of prescribed textbooks will be given to students. Students have access to college computer labs and the Internet.

## FACILITIES

The qualification is partially held in a designated classroom for lectures, tutorials and group work. For any work requiring computers, students will be able to use college laptops. There are also computer labs which can be utilised, with every student allocated their own workstation. These computers can also be used to access the Internet.

## WORK PLACEMENT PROGRAM

Students enrolled in the Diploma of Travel & Tourism course are offered an optional one day a week work-placement opportunity in terms 3 and 4, which is organised by our Work Placement Team.

<b>(10) CORE UNITS</b>	➤ <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
<b>(7) ELECTIVE UNITS</b>	➤ <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>SITXMMPR402</b>	Create a promotional display or stand
	➤ <b>BSBCMM401A</b>	Make a presentation



**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.

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

- **28 MEMORIAL AVENUE LIVERPOOL NSW 2170**
- **LEVEL 1, 85 GEORGE STREET PARRAMATTA NSW 2150**
- **313-323 CROWN STREET WOLLONGONG NSW 2500**

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

