

Stage 6 Syllabus

Tourism and Events Curriculum Framework

Part A

Course Structures and Requirements

for implementation from 2009

Tourism and Events (120 indicative hours)
Tourism and Events (240 indicative hours)
Tourism and Events Specialisation Study (60 or 120 indicative hours)

2008

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1 Introduction to Industry Curriculum Frameworks

Industry curriculum frameworks give students the opportunity to gain credit towards the NSW Higher School Certificate (HSC) and credit towards national vocational qualifications under the Australian Qualifications Framework (AQF).

Industry curriculum frameworks are based on nationally endorsed Training Packages. They specify the range of industry-developed units of competency from the relevant Training Packages which are suitable for the HSC. They also define how units of competency are arranged in HSC Vocational Education and Training (VET) courses to gain unit credit for the HSC.

This Industry Curriculum Framework document contains the HSC Tourism and Events VET courses to be delivered for the HSC by schools, TAFE NSW colleges and other Registered Training Organisations (RTOs) on behalf of schools or TAFE NSW colleges.

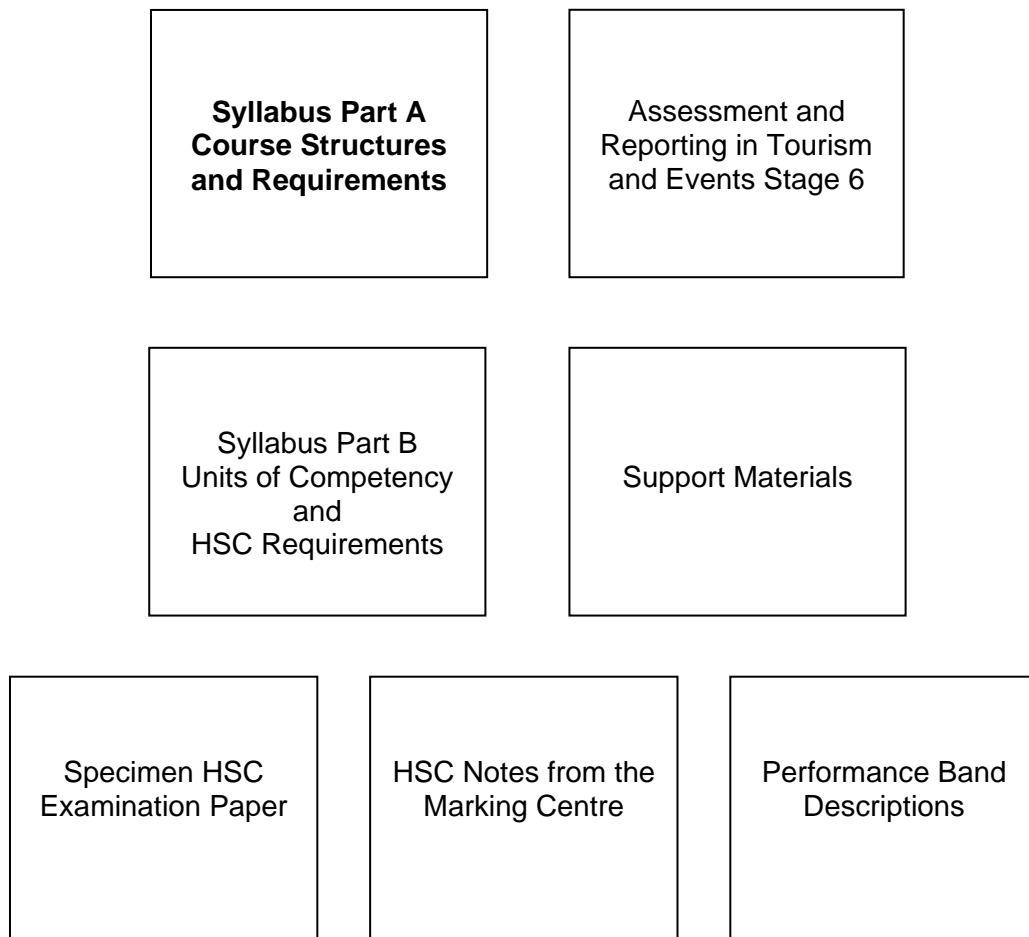
2 Documents Associated with Industry Curriculum Frameworks

The purpose of the industry curriculum framework documents is to assist teachers and trainers to develop teaching and assessment programs, and to help manage competency achievement by HSC candidates.

Part A of the *Tourism and Events Curriculum Framework Stage 6 Syllabus* describes how students may achieve unit credit towards the HSC and credit towards a vocational qualification. It contains general advice about the Tourism and Events Curriculum Framework and describes course structures and requirements, including work placement. This document should be used as the first reference when planning to implement courses for the HSC.

The set of documents associated with the Framework is shown below.

2.1 Industry Curriculum Framework documents



3 The Higher School Certificate Program of Study

The purpose of the HSC program of study is to:

- provide a curriculum structure which encourages students to complete secondary education
- foster the intellectual, social and moral development of students, in particular developing their:
 - knowledge, skills, understanding and attitudes in the fields of study they choose
 - capacity to manage their own learning
 - desire to continue learning in formal or informal settings after school
 - capacity to work with others
 - respect for the cultural diversity of Australian society
- provide a flexible structure within which students can prepare for:
 - further education and training
 - employment
 - full and active participation as citizens
- provide formal assessment and certification of students' achievements
- provide a context within which schools also have the opportunity to foster students' physical and spiritual development.

4 Vocational Education and Training (VET) in the NSW HSC

4.1 The national context

VET programs offered for the HSC are consistent with the National Training Framework (NTF). The NTF is the system of vocational education and training that:

- applies nationally
- is made up of the Australian Quality Training Framework (AQTF) and nationally endorsed Training Packages. The AQTF is the agreed quality framework for the national VET system.

The Australian Qualification Framework (AQF) is the policy framework that defines all qualifications recognised nationally in post-compulsory education and training in Australia. HSC VET course qualifications are recognised within the AQF.

4.2 Determination of AQF VET qualifications for HSC students

The HSC VET industry curriculum frameworks are based on units of competency and qualifications contained in nationally endorsed Training Packages. These AQF VET qualifications are determined by the qualification rules for each Training Package, referred to as *qualification packaging rules*. The qualification packaging rules describe the number and range of units of competency required for eligibility for an AQF VET qualification.

Course structures for the HSC are described in each industry curriculum framework syllabus. In order to have satisfactorily completed a framework course, students must follow the course structure, attempt the required units of competency with diligence and sustained effort, and fulfil work placement requirements.

The rules and structure of HSC VET courses are not always identical to the qualification packaging rules. In some cases more units of competency are required for the HSC course than are required for successful completion of the AQF VET qualification.

In some HSC courses, students might not achieve all of the specified units of competency for the purposes of the HSC, but may still be eligible for the qualification as a result of meeting the requirements of the packaging rules for that AQF VET qualification.

Sections 8.4, 8.5 and 8.6 outline the course structures within the Tourism and Events Curriculum Framework.

Section 15 outlines the qualification packaging rules for each AQF VET qualification available through the Tourism and Events Curriculum Framework (reproduced directly from the Training Package) and should be consulted when selecting elective units of competency.

5 Rationale

The tourism industry is one of the largest industries in Australia comprising leisure travel as well as travel for business, health, education, religious and other reasons. The tourism industry comprises both domestic and international travel as well as items consumed or purchased by tourists.

Direct tourism demands also affect other industries such as transport, accommodation, cafes, restaurants, take away food outlets and retail trade. The Australian, state, territory and local governments contribute to the tourism industry through the provision of facilities and services such as airports, ports, railways, construction and maintenance of roads, national parks, immigration and customs services, tourism promotion, information services and recreation facilities.

Australia-wide, there are over 550,000 people employed in the tourism industry, with almost half in NSW. A significant proportion of the tourism workforce are young people, some of whom combine work with part-time study.

The meetings, conferences, exhibitions and events industries are a sector of the tourism industry. These industries manage a range of services including management of domestic and international conferences and meetings, destination and incentive tourism management and special event management such as sporting, cultural, historical, performing arts, agricultural, horticultural and community development events.¹

The Tourism, Hospitality and Events Training Package (SIT07) offers qualifications from Certificate I to Advanced Diploma and specifies the competencies required for retail travel sales, tour wholesaling, visitor information services, guiding and events. The Tourism and Events Curriculum Framework is based on units of competency from this Training Package.

The inclusion of courses in Tourism and Events in the HSC based on industry-recognised AQF VET qualifications will allow students to access both long-term and short-term employment opportunities. Courses within the Tourism and Events Curriculum Framework provide an opportunity for students to gain Certificates I, II and III and/or Statement of Attainment towards Certificate III as part of their HSC. Apart from being nationally recognised, these AQF VET qualifications articulate into higher-level qualifications in the tourism and events industries, including those which underpin traineeship pathways, which students may pursue post-school.

The Framework also provides an optional HSC examination, which allows results from the Tourism and Events (240 indicative hours) course to contribute to the calculation of the Australian Tertiary Admission Rank (ATAR).

Learning in each HSC course within the Tourism and Events Curriculum Framework provides opportunities for students to develop relevant technical, vocational and interpersonal competencies suitable for employment and further training in tourism and events industries. It also provides skills, knowledge and experiences – such as teamwork, communication and occupational health and safety – that are transferable to other industry areas.

¹ www.abs.gov.au (Australian Bureau of Statistics); www.myfuture.edu.au; (myfuture) <http://corporate.tourism.nsw.gov.au>; (Tourism NSW) www.tourismtraining.com.au (Tourism Training Australia).

6 Aim

The Tourism and Events Curriculum Framework is designed to enable students to acquire a range of technical, practical, personal and organisational skills valued both within and beyond the workplace. They will also acquire underpinning knowledge and skills related to work, employment and further training within the tourism and/or events industries. Through the study of this subject, students will gain experiences that can be applied to a range of contexts, including work, study and leisure and that will assist them to make informed career choices.

7 Tourism and Events Curriculum Framework

7.1 Training Package qualifications

The Tourism and Events Curriculum Framework is based on the national **Tourism, Hospitality and Events Training Package (SIT07)**.

The Tourism, Hospitality and Events Training Package incorporates six nationally recognised qualification levels ranging from AQF Certificate I in Tourism (Australian Indigenous Culture) to an Advanced Diploma of Tourism or Events.

7.2 AQF VET qualifications available in the Tourism and Events Curriculum Framework

The AQF VET qualifications available in the Tourism and Events Curriculum Framework are listed in Table 1 below. Section 15 of this document outlines the qualification packaging rules for the qualifications available through the courses within the Framework.

A Statement of Attainment will be issued for achievement of single or multiple units of competency. At a later date, a person can undertake further skill development or training and be assessed against additional competencies until they have achieved all the competencies required for an AQF VET qualification. RTOs must recognise and give credit for the competencies recorded on a Statement of Attainment.

Table 1 Tourism, Hospitality and Events Training Package qualifications

Qualifications available within the Tourism, Hospitality and Events Training Package (SIT07)		Qualifications available within the Tourism and Events Curriculum Framework	
<i>National code</i>	<i>Qualification name</i>	<i>Certificate</i>	<i>Statement of Attainment</i>
SIT10107	Certificate I in Tourism (Australian Indigenous Culture)	-	-
SIT10207	Certificate I in Hospitality	-	-
SIT10307	Certificate I in Hospitality (Kitchen Operations)	-	-
SIT20107	Certificate II in Tourism	✓	✓
SIT20207	Certificate II in Hospitality	-	-
SIT20307	Certificate II in Hospitality (Kitchen Operations)	-	-
SIT20407	Certificate II Hospitality (Asian Cookery)	-	-
SIT30107	Certificate III in Tourism	✓	✓
SIT30207	Certificate III in Tourism (Retail Travel Sales)	-	✓
SIT30307	Certificate III in Tourism (Tour Wholesaling)	-	✓
SIT30407	Certificate III in Tourism (Visitor Information Services)	✓	✓
SIT30507	Certificate III in Tourism (Guiding)	-	-
SIT30607	Certificate III in Events	✓	✓

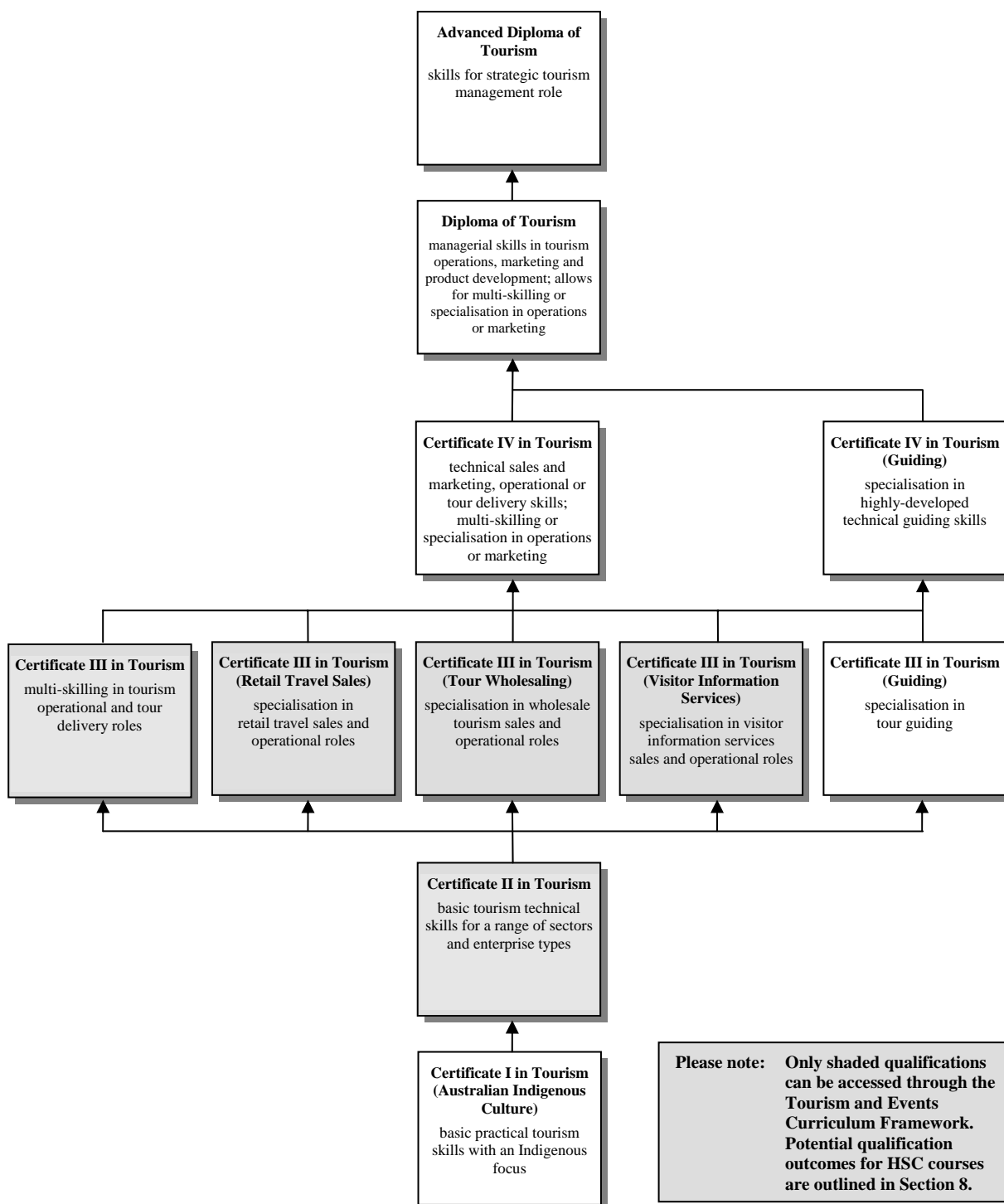
Table 1 cont/d

Qualifications available within the Tourism, Hospitality and Events Training Package (SIT07)		Qualifications available within the Tourism and Events Curriculum Framework	
<i>National code</i>	<i>Qualification name</i>	<i>Certificate</i>	<i>Statement of Attainment</i>
SIT30707	Certificate III in Hospitality	-	-
SIT30807	Certificate III in Hospitality (Commercial Cookery)	-	-
SIT30907	Certificate III in Hospitality (Asian Cookery)	-	-
SIT31007	Certificate III in Hospitality (Catering Operations)	-	-
SIT31107	Certificate III in Hospitality (Patisserie)	-	-
SIT40107	Certificate IV in Tourism (Guiding)	-	-
SIT40207	Certificate IV in Tourism	-	-
SIT40307	Certificate IV in Hospitality	-	-
SIT40407	Certificate IV in Hospitality (Commercial Cookery)	-	-
SIT40507	Certificate IV in Hospitality (Asian Cookery)	-	-
SIT40607	Certificate IV in Hospitality (Catering Operations)	-	-
SIT40707	Certificate IV in Hospitality (Patisserie)	-	-
SIT50107	Diploma of Tourism	-	-
SIT50207	Diploma of Events	-	-
SIT50307	Diploma of Hospitality	-	-
SIT60107	Advanced Diploma of Tourism	-	-
SIT60207	Advanced Diploma of Events	-	-
SIT60307	Advanced Diploma of Hospitality	-	-

7.3 Qualification pathways in tourism

The following information is drawn from the *Tourism, Hospitality and Events Training Package (SIT07)*.²

The following summary chart provides examples of common qualification pathways within the industry, but it is recognised that typical career paths are not always linear. The tourism qualifications are flexible to meet a range of job outcomes and to support a wide range of career paths. They allow for various entry options, including direct entry at all qualification levels, and enable significant credit transfer between qualifications.

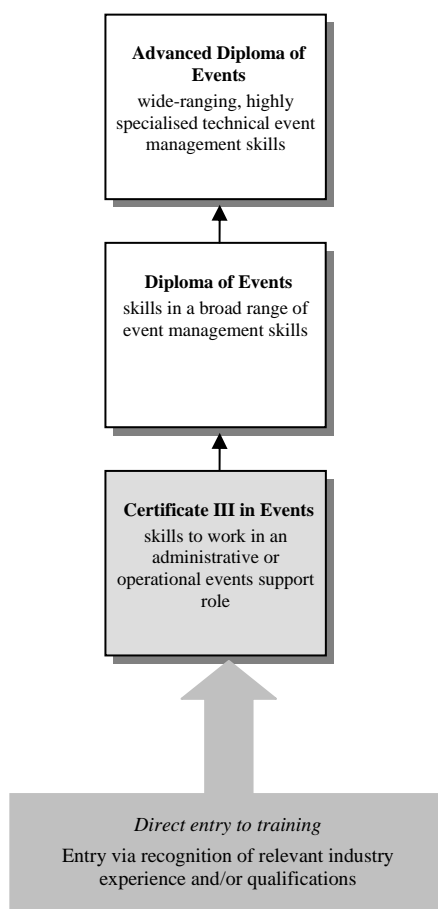


² DEEWR, 2007, *Tourism, Hospitality and Events Training Package (SIT07)*, Volume 1.

7.4 Qualification pathways in events

The following information is drawn from the *Tourism, Hospitality and Events Training Package (SIT07)*.³

The following summary chart provides examples of common qualification pathways within the industry, but it is recognised that typical career paths are not always linear. The events qualifications are flexible to meet a range of job outcomes and to support a wide range of career paths. They allow for various entry options, including via relevant industry experience or qualifications. They enable significant credit transfer between qualifications, including from related industry areas.



Please note: Only shaded qualifications can be accessed through the Tourism and Events Curriculum Framework. Potential qualification outcomes for HSC courses are outlined in Section 8.

³ DEEWR, 2007, *Tourism, Hospitality and Events Training Package (SIT07)*, Volume 1.

8 Course Structures

8.1 Courses within the Tourism and Events Curriculum Framework

An industry curriculum framework describes the units of competency that have been identified as being suitable for the purposes of the HSC. Units of competency in the Tourism and Events Curriculum Framework are detailed in **Sections 8.4, 8.5 and 8.6**.

Each course in a framework describes how the available units of competency can be grouped to gain units of credit towards the HSC.

The Tourism and Events Curriculum Framework contains the following courses:

- Tourism and Events (120 indicative hours)
- Tourism and Events (240 indicative hours)
- Tourism and Events Specialisation Study (60 or 120 indicative hours).

The maximum number of Preliminary and/or HSC units available from this Framework is six units. That is, courses can total up to 360 hours. In addition to courses within the Framework, students may undertake locally designed Board Endorsed VET courses drawing from the Tourism, Hospitality and Events Training Package (SIT07). Such courses may provide additional HSC credit for students.

Compulsory units of competency are those that all students must attempt in their study of the HSC course (refer to Section 8, Tables 2 and 3).

Examinable units of competency are those that can be examined in the optional HSC examination (refer to Section 11.4).

Core units of competency are those required by the Tourism, Hospitality and Events Training Package for a student to be eligible for the vocational qualification (refer to Section 15).

8.1.1 The selection of units of competency

Units of competency should be selected within course structures to maximise students' eligibility for AQF VET qualifications and an occupational outcome. **Section 15** provides the qualification packaging rules for the qualifications available through the Tourism and Events Curriculum Framework (reproduced directly from the Training Package). **Tables 8 and 9** (pp 77–85) list the status of each unit of competency in relation to the qualifications. This information should be consulted when selecting elective units of competency.

An integrated or holistic approach to course delivery and assessment should be adopted. Examples of integrated approaches to programming and assessment strategies that may be used to support the delivery of courses within the Tourism and Events Curriculum Framework are contained in the *Tourism and Events Curriculum Framework Support Document* (www.boardofstudies.nsw.edu.au). This information is provided as a guide to RTOs delivering HSC courses within the Framework.

8.2 Allocation of HSC indicative hours of credit

Units of competency drawn from Training Packages are not defined in terms of duration. The amount of time required by individual students to achieve competency will vary according to their aptitude and experience. Where a training program is designed for delivery by an RTO, the RTO will specify the length of the training program according to the delivery strategies and/or curriculum resources chosen.

However, for the purposes of the HSC, courses must be described in terms of their indicative hours. For this reason, indicative hours for unit credit towards the HSC have been assigned to each unit of competency within the Framework. It is emphasised that the assignment of indicative hours does not imply that all students will fulfil all requirements of a unit of competency within these hours. RTOs may determine that additional or fewer hours are required for the achievement of particular competencies. However, this does not alter the indicative hours allocated, only the delivery hours.

It is also expected that students will need to spend additional time practising skills in a work environment and in completing projects and assignments, in order to fulfil Training Package assessment requirements.

Tables 2, 3, 4, 5 and 6 (Section 8) list the indicative hours assigned to each unit of competency included in the Tourism and Events Curriculum Framework for the purpose of unit credit towards the HSC.

8.3 Recognition of Prior Learning (RPL)

Competencies already held by individuals can be formally assessed against the units of competency in this Training Package, and should be recognised regardless of how, when or where they were achieved.⁴

Students undertaking HSC courses within the Tourism and Events Curriculum Framework may have current knowledge, skills and experience relevant to the units of competency within the courses.

For RPL (assessment-only pathway) the student provides current quality evidence of their competency against the relevant unit of competency. This evidence may take a variety of forms. **Where the outcomes of this process indicate that the student is competent, structured training is not required.** The RPL requirements of the AQTF must be met.

⁴ DEEWR, 2007, *Tourism, Hospitality and Events Training Package (SIT07)*, Volume 1.

8.4 Tourism and Events (120 indicative hours)

Purpose

The purpose of this course is to provide students with an opportunity to develop basic knowledge and skills to be competent in routine tasks in various tourism settings.

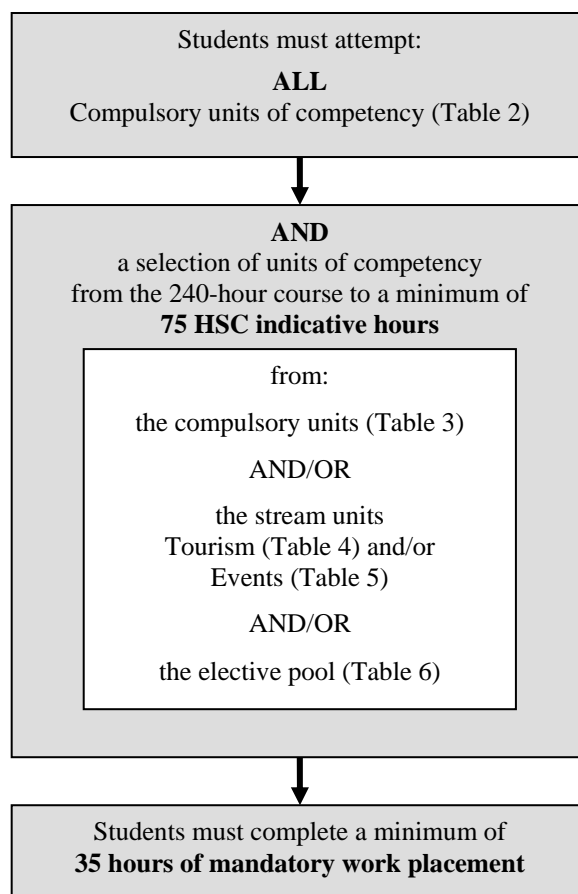
Course structure

This course comprises two compulsory units of competency and a selection of units of competency from the 240-hour course.

Section 15 outlines the qualification packaging rules for each qualification available through the Tourism and Events Curriculum Framework. Tables 8 and 9 (pp 77–85) list the status of each unit of competency in relation to the qualifications. This section should guide the selection of units of competency to meet qualification requirements. The selection of units of competency must be guided by the job outcome sought, local industry requirements and the characteristics of the qualification outcome (see pp 44–76 of this document).

120 indicative hour courses are accredited for a total of 2 units at the Preliminary and/or HSC level.

Course requirements – Tourism and Events (120 indicative hours)



AQF VET qualifications

To receive AQF VET qualifications, students must meet the assessment requirements of the Tourism, Hospitality and Events Training Package (SIT07). A qualified assessor must conduct the assessment.

Depending on the selection and achievement of units of competency, the possible qualification outcomes are:

- Statement of Attainment towards Certificate II in Tourism (SIT20107).

Qualification packaging rules are in Section 15 of this document.

Further information on assessment is in Section 11 of this document and in the document *Assessment and Reporting in Tourism and Events Stage 6*.

Table 2 Tourism and Events (120 indicative hours) – compulsory units of competency

COMPULSORY Attempt ALL units of competency			
Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours of credit
SITXCOM001A	Work with colleagues and customers	Nil	15
SITXOHS001A	Follow health, safety and security procedures	Nil	10
SITTIND001A	Develop and update tourism industry knowledge	Nil	20
Total compulsory hours			45

ELECTIVE UNITS Attempt units of competency to a minimum value of 75 indicative hours
Elective units may include any unit of competency from the 240-hour course which has not already been undertaken (refer to Section 8.5, Tables 3, 4, 5 and 6).

8.5 Tourism and Events (240 indicative hours)

Purpose

The purpose of this course is to provide students with the opportunity to gain knowledge and skills to enable the individual to be competent in a range of tourism and/or events sales, administrative and operational support roles.

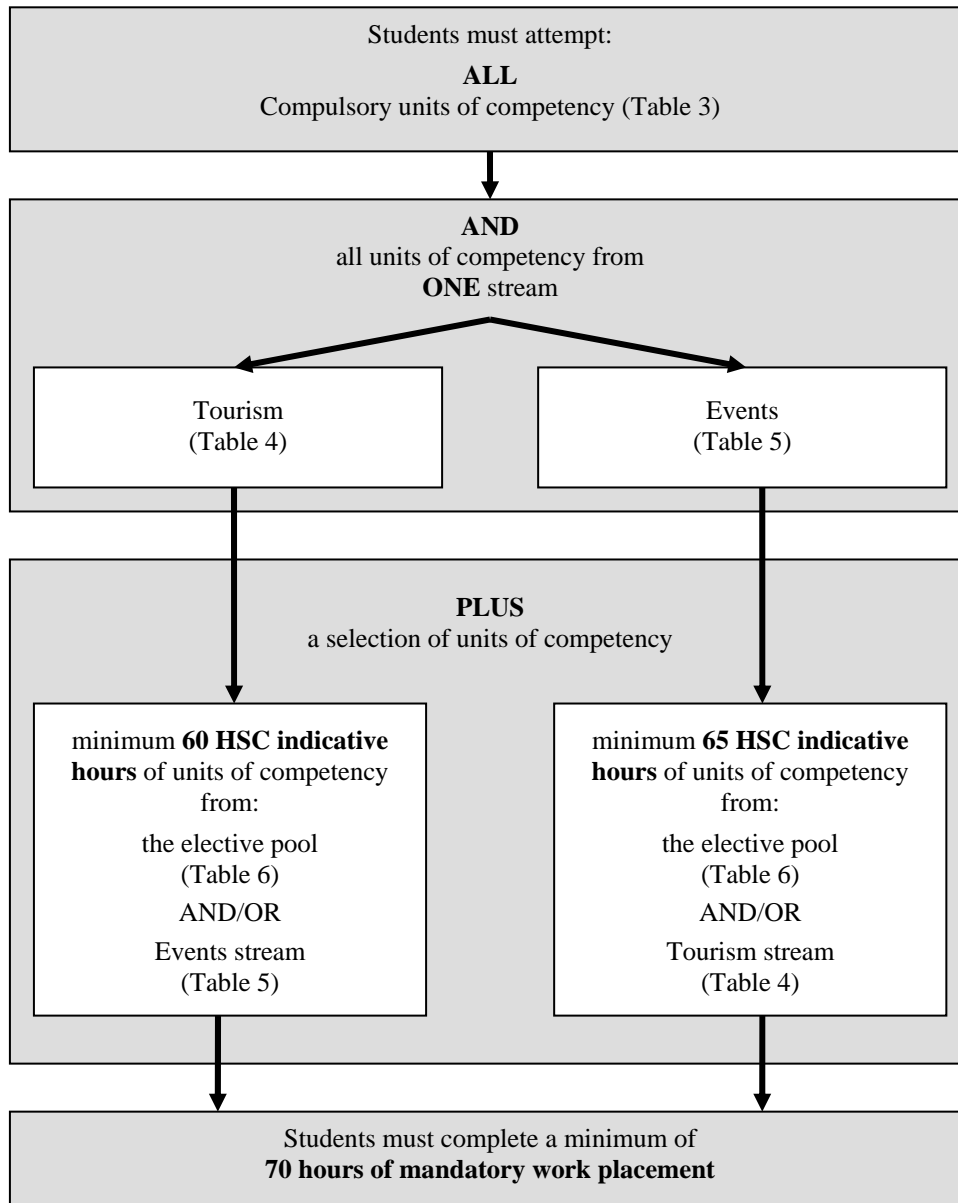
Course structure

This course comprises seven compulsory units of competency, a choice of two streams – Tourism (containing four units of competency) and Events (containing four units of competency) – and an elective pool with 35 elective units of competency.

Section 15 outlines the qualification packaging rules for each qualification available through the Tourism and Events Curriculum Framework. Tables 8 and 9 (pp 77–85) list the status of each unit of competency in relation to the qualifications. This section should guide the selection of units of competency to meet qualification requirements. The selection of units of competency must be guided by the job outcome sought, local industry requirements and the characteristics of the qualification outcome (see pp 44–76 of this document).

240 indicative hour courses are accredited for a total of 4 units at the Preliminary and/or HSC level.

Course requirements – Tourism and Events (240 indicative hours)



An external written Higher School Certificate examination will be conducted for this course. This examination is optional. In the year they will complete the course, students will specify whether or not they choose to undertake the external written examination (refer to Sections 11.3 and 11.4).

The units of competency for the optional HSC examination are listed in the HSC exam specifications in Section 11.4 of this document.

AQF VET qualifications

To receive AQF VET qualifications, students must meet the assessment requirements of the Tourism, Hospitality and Events Training Package (SIT07). A qualified assessor must conduct the assessment.

Depending on the selection and achievement of units of competency, the possible qualification outcomes are:

- Certificate II in Tourism (SIT20107)
- Certificate III in Tourism (SIT30107)
- Statement of Attainment towards Certificate III in Tourism (Retail Travel Sales) (SIT30207)
- Statement of Attainment towards Certificate III in Tourism (Tour Wholesaling) (SIT30307)
- Statement of Attainment towards Certificate III in Tourism (Visitor Information Services) (SIT30407)
- Certificate III in Events (SIT30607).

Qualification packaging rules are in Section 15 of this document.

Further information on assessment is in Section 11 of this document and in the document *Assessment and Reporting in Tourism and Events Stage 6*.

Table 3 Tourism and Events (240 indicative hours) – compulsory units of competency

COMPULSORY Attempt ALL units of competency			
Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours of credit
SITTIND001A	Develop and update tourism industry knowledge	Nil	20
SITTTSL004A	Source and provide Australian destination information and advice	Nil	25
SITXADM001A	Perform office procedures	Nil	15
SITXCOM001A	Work with colleagues and customers	Nil	15
SITXCOM002A	Work in a socially diverse environment	Nil	10
SITXENV001A	Participate in environmentally sustainable work practices	Nil	15
SITXOHS001A	Follow health, safety and security procedures	Nil	10
SITTTSL001A	Operate an online information system	Nil	15
Total compulsory hours			125

AND one of the following streams:

Table 4 Tourism Stream

TOURISM STREAM Attempt ALL units of competency			
Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours of credit
SITTTSL002A	Access and interpret product information	Nil	20
SITTTSL005A	Sell tourism products and services	SITTTSL002A	20
SITTTSL006A	Prepare quotations	SITTTSL002A	15
Total Tourism Stream hours			55

OR

Table 5 Events Stream

EVENTS STREAM Attempt ALL units of competency			
Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours of credit
SITXEVT001A	Develop and update event industry knowledge	Nil	20
SITXEVT003A	Process and monitor event registrations	Nil	15
SITXEVT004A	Coordinate on-site event registrations	Nil	15
Total Events Stream hours			50

PLUS a selection of unit/s of competency from the stream not already undertaken by students **AND/OR** the elective pool.

For:

- the Tourism Stream students must undertake a minimum of 60 HSC indicative hours
- the Events Stream students must undertake a minimum of 65 HSC indicative hours.

Table 6 Elective pool

ELECTIVE POOL			
Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours of credit
Administration			
BSBEBUS401A	Conduct online research	Nil	10
SITXADM002A	Source and present information	Nil	10
Client and Customer Service			
SIRXCCS001A	Apply point-of-sale handling procedures	Nil	20
SITXCCS001A	Provide visitor information	Nil	15
Communication and Teamwork			
SITXCOM003A	Deal with conflict situations	Nil	15
SITXCOM004A	Communicate on the telephone	Nil	5
SITXCOM006A	Address protocol requirements	Nil	15
TDTE597B	Carry out basic workplace calculations	Nil	5
Computer Operations and ICT Management			
BSBADM306A	Create electronic presentations	Nil	20
BSBCM108A	Develop keyboard skills	Nil	15
BSBCM205A	Use business technology	Nil	15
BSBCM213A	Produce simple word-processed documents	Nil	20
BSBCM214A	Create and use simple spreadsheets	Nil	15
BSBCM306A	Produce business documents	Nil	25
BSBEBUS302A	Use and maintain electronic mail system	Nil	10
BSBEBUS403A	Communicate electronically	Nil	15
Creative and Technical Production			
CUETGE15A	Handle physical elements safely during bump-in/bump-out	Nil	20
Events			
SITXEVT002A	Provide event staging support	Nil	20
Finance			
SITXFIN001A	Process financial transactions	Nil	15

Table 6 cont/d

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours of credit
First Aid			
HLTFA301B	Apply first aid	Nil	20
Guiding			
SITTGDE008A	Research and share general information on Australian Indigenous cultures	Nil	25
SITTGDE009A	Interpret aspects of local Australian Indigenous culture	Nil	25
Inventory			
SITXINV001A	Receive and store stock	Nil	10
Merchandising			
SIRXMER001A	Merchandise products	Nil	20
Planning and Product Development			
SITTPPD003A	Source and package tourism products	SITTTSL006A	20
Risk Management and Security			
PRSSO217A	Provide lost and found facility	Nil	5
SIRXRSK001A	Minimise theft	Nil	10
Sales			
SIRXSLS001A	Sell products and services	Nil	15
SIRXSLS002A	Advise on products and services	Nil	20
Tourism Sales and Office Operations			
SITTTSL003A	Source and provide international destination information and advice	Nil	30
SITTTSL007A	Receive and process reservations	Nil	25
SITTTSL008A	Book and coordinate supplier services	SITTTSL002A	10
SITTTSL009A	Process travel-related documentation	SITTTSL002A	25
Venue and Facility Operations			
CUEFOH04B	Usher patrons	Nil	10
SITTVAF001A	Provide venue information and assistance	Nil	15
SITTVAF002A	Provide a briefing or scripted commentary	Nil	10

8.6 Tourism and Events Specialisation Study (60 or 120 indicative hours)

Purpose

The purpose of the Tourism and Events Specialisation Study is to provide students with the opportunity to gain further credit towards Certificate III qualifications.

Course eligibility

The Tourism and Events Specialisation Study is only available to students who are currently enrolled in, or have completed, the Tourism and Events (240 indicative hours) course.

Before offering the Tourism and Events Specialisation Study, schools should ensure that the RTO undertaking delivery has the scope to deliver the relevant qualification or relevant units of competency.

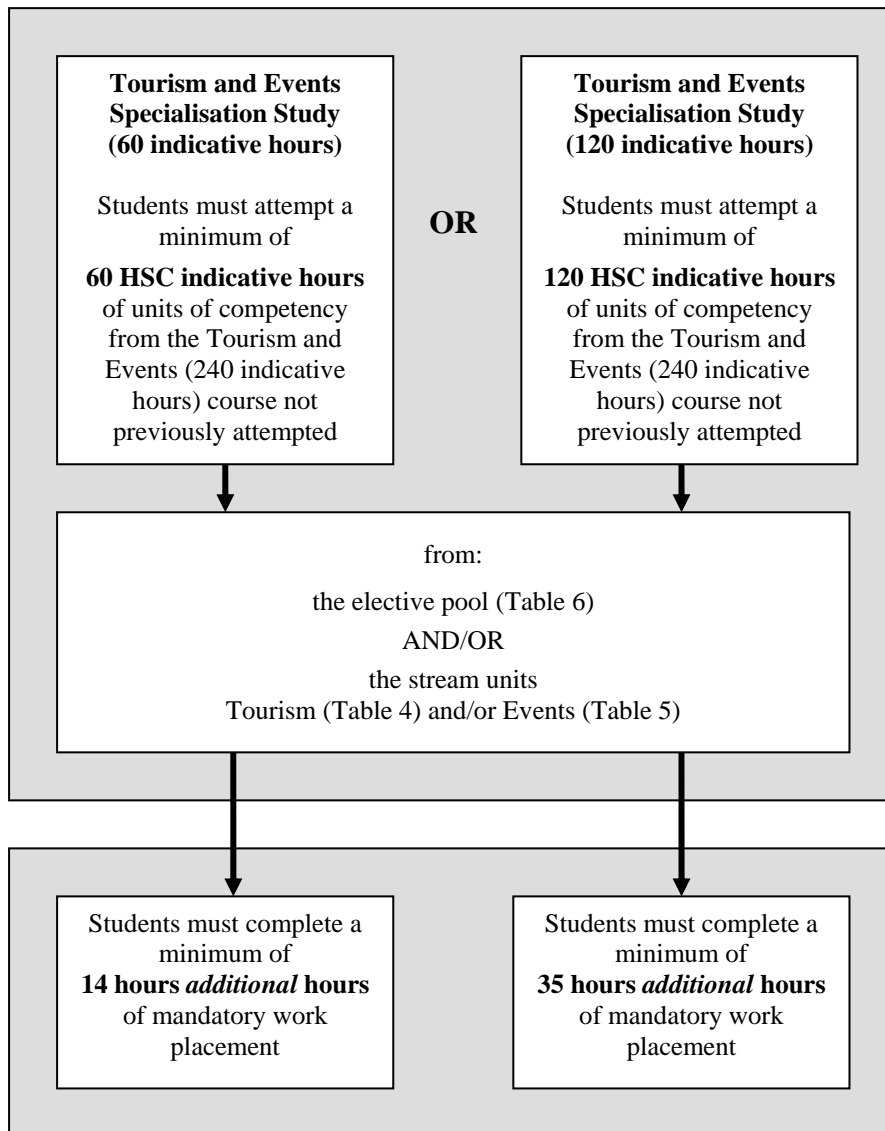
Course structure

The Tourism and Events Specialisation Study consists of units of competency drawn from the Tourism and Events 240-hour course (Tables 4, 5 and 6).

Section 15 provides the qualification packaging rules for the qualifications available through the Tourism and Events Curriculum Framework. Tables 8 and 9 (pp 77–85) list the status of each unit of competency in relation to the qualifications. This section should guide the selection of units of competency to meet qualification requirements. The selection of units of competency must be guided by the job outcome sought, local industry requirements and the characteristics of the qualification outcome (see pp 44–76 of this document).

The Tourism and Events Specialisation Study (60 indicative hours) course is accredited for 1 unit at the Preliminary or HSC level. The Tourism and Events Specialisation Study (120 indicative hours) course is accredited for a total of 2 units at the Preliminary and/or HSC level.

**Course requirements – Tourism and Events Specialisation Study
(60 or 120 indicative hours)**



AQF VET qualifications

To receive AQF VET qualifications, students must meet the assessment requirements of the Tourism, Hospitality and Events Training Package (SIT07). A qualified assessor must conduct the assessment.

Depending on the selection and achievement of units of competency, the possible qualification outcome is:

- Certificate III in Tourism (SIT30107)
- Statement of Attainment towards Certificate III in Tourism (Retail Travel Sales) (SIT30207)
- Statement of Attainment towards Certificate III in Tourism (Tour Wholesaling) (SIT30307)
- Certificate III in Tourism (Visitor Information Services) (SIT30407)
- Certificate III in Events (SIT30607).

Qualification packaging rules are in Section 15 of this document.

Further information on assessment is in Section 11 of this document and in the document *Assessment and Reporting in Tourism and Events Stage 6*.

9 Outcomes and Content

9.1 Units of competency

The units of competency in the Tourism and Events (120 and 240 indicative hours) courses are listed in Tables 2–6.

Part B of this Syllabus contains details of these units of competency reproduced directly from the Tourism, Hospitality and Events Training Package (SIT07). For each unit of competency the details consist of:

- elements of competency
- performance criteria
- a range statement
- required skills and knowledge
- an evidence guide, containing:
 - critical aspects for assessment and evidence required to demonstrate competency in this unit
 - context of and specific resources for assessment
 - methods of assessment
 - assessing employability skills.

In addition, in Part B there is a column headed *HSC Requirements and Advice* that prescribes the scope of learning and the minimum learning experiences expected for each examinable unit of competency for the purposes of the HSC. These must be addressed by all students undertaking the Tourism and Events (120 and 240 indicative hours) courses.

The units of competency that can be delivered and assessed are determined by the scope of the registration of each RTO. **Teachers and trainers should check their RTO's scope of registration before determining which units of competency are to be included in their teaching and assessment programs. School principals should seek documentary evidence of the scope of any external RTO delivering an HSC VET course.** Scope of registration can be checked on the National Training Information Services (NTIS) website (www.ntis.gov.au).

Information about the delivery of VET courses for the HSC by RTOs other than schools or TAFE NSW colleges are contained in the Board of Studies *Assessment, Certification and Examination (ACE) Manual* and relevant Board of Studies Official Notices.

9.2 Course delivery

RTOs offering training programs that deliver HSC Tourism and Events Framework courses must consult Part B of this Syllabus and take into consideration the details provided in the *HSC Requirements and Advice* column (including key terms and concepts) as well as the following requirements for each unit of competency:

- the elements of competency
- the performance criteria
- the range statement
- the required skills and knowledge
- all aspects of the evidence guide.

RTOs should pay particular attention to the information under *Prerequisite units* (to ensure these requirements have been met) and *Required skills and knowledge*.

Learning experiences that are compulsory learning for the Training Package are compulsory learning for the HSC. So, in the examinable units of competency, where the range statement uses the words ‘must include’, the relevant matter has not been repeated in the *HSC Requirements and Advice*. However, the range statement also uses the words ‘may include’. The *HSC Requirements and Advice* specifies which of these learning experiences must be included for the HSC.

It is the responsibility of the RTO to determine the resources required for course delivery, and the AQF VET qualifications that must be held by teachers and trainers delivering and assessing courses within the Tourism and Events Curriculum Framework on behalf of the RTO.

Separate advice on learning materials, resource requirements and teacher qualifications is available from school system/sector authorities.

10 Work Placement

Work placement is a mandatory HSC requirement within this Framework and appropriate hours have been assigned to each course.

Learning in the workplace will enable students to:

- progress towards the achievement of industry competencies
- develop appropriate attitudes towards work
- learn a range of behaviours appropriate to the industry
- practise and apply skills acquired in the classroom or workshop
- develop additional skills and knowledge, including the employability skills (refer to Section 13.2 and Section 15).

The mandatory work placement requirements for courses in this Framework are not intended to indicate the time required for the achievement of units of competency. The amount of learning in the workplace that is needed to achieve a unit of competency will vary.

10.1 Work placement requirements

Students must complete the following work placement for Tourism and Events Curriculum Framework courses:

- Tourism and Events (120 indicative hours) – a minimum of 35 hours in a workplace
- Tourism and Events (240 indicative hours) – a minimum of 70 hours in a workplace
- Tourism and Events Specialisation Study (60 indicative hours) – a minimum of 14 *additional* hours in a workplace
- Tourism and Events Specialisation Study (120 indicative hours) – a minimum of 35 *additional* hours in a workplace.

Non-completion of work placement is grounds for withholding the course. Schools are advised to follow the issuing of ‘N’ determinations as outlined in the Board of Studies *Assessment, Certification and Examinations (ACE) Manual*.

It is the responsibility of the school and/or RTO to determine how course outcomes are best achieved and to structure delivery accordingly. If additional work placement or classroom time is required to enable individual students or class groups to achieve the competencies, this will be determined by the deliverer, but it does not affect the indicative HSC hours.

Further information and advice on the implementation of work placement are contained in policy statements or guidelines available from the relevant school system/sector authority or the RTO.

10.2 Part-time work

Under some circumstances, students’ part-time work in an appropriate workplace may be used to fulfil work placement requirements. For further details, teachers and principals should consult the Board of Studies *Assessment, Certification and Examinations (ACE) Manual* or relevant Board of Studies Official Notices.

11 Assessment Requirements and Advice

11.1 Competency-based assessment

The VET courses within the Tourism and Events Curriculum Framework are competency-based. Advice on appropriate assessment practice in relation to the Tourism and Events Curriculum Framework is contained in the *Assessment and Reporting in Tourism and Events Stage 6* document.

This document, as well as other resources and advice related to assessment in Tourism and Events Stage 6, is available at the Board's website at

http://www.boardofstudies.nsw.edu.au/syllabus_hsc/tourism-and-events.html

11.2 Environments, contexts and resources for assessment in the Tourism, Hospitality and Events industries

The Tourism, Hospitality and Events Training Package (SIT07) outlines specific advice regarding environments, contexts and resources for assessment. This information is provided in Appendix 1 of Part B of the Syllabus (reproduced directly from the Training Package).

This information should be read in conjunction with the assessment advice provided in the evidence guide of each unit of competency.

11.3 HSC examination: Tourism and Events

The HSC examination in Tourism and Events is optional. Only students who have completed the Tourism and Events (240 indicative hours) course are eligible to sit for the HSC examination. Students who undertake the examination can have their HSC mark contribute to their ATAR.

The HSC examination specifications, which describe the format of the external HSC examination, are contained in the *Assessment and Reporting in Tourism and Events Stage 6* document.

The HSC examination is independent of the competency-based assessment undertaken during the course and has no impact on student eligibility for AQF VET qualifications.

11.4 Examinable outcomes and content

The HSC examination in Tourism and Events is based on a set of examinable units of competency from the Tourism and Events (240 indicative hours) course and the associated employability skills for Certificate II in Tourism (refer to Section 15).

The HSC examination is based on the following components of each examinable unit of competency:

- elements of competency
- performance criteria
- range statement⁵
- required skills and knowledge
- evidence guide, including:
 - critical aspects for assessment and evidence required to demonstrate competency in this unit
 - context of and specific resources for assessment
 - methods of assessment
 - assessing employability skills
- minimum prescribed learning contained in HSC requirements and advice, described as:
 - key terms and concepts, and
 - learning experiences that must be addressed for the HSC.

⁵ The range statement frequently uses the term ‘may include’. This has been clarified in the *HSC Requirements and Advice* column to specify the learning experiences that must be included for the examinable units of competency. Only the learning that is compulsory according to the Training Package and/or *HSC Requirements and Advice* can be examined.

The examinable units of competency are:

Common

SITTIND001A	Develop and update tourism industry knowledge	SITXCOM002A	Work in a socially diverse environment
SITTTSL004A	Source and provide Australian destination information and advice	SITXENV001A	Participate in environmentally sustainable work practices
SITXADM001A	Perform office procedures	SITXOHS001A	Follow health, safety and security procedures
SITXCOM001A	Work with colleagues and customers	SITTTSL001A	Operate an online information system

AND one of the following streams:

Tourism Stream

SITTTSL002A	Access and interpret product information
SITTTSL005A	Sell tourism products and services
SITTTSL006A	Prepare quotations

OR

Events Stream

SITXEVT001A	Develop and update event industry knowledge
SITXEVT003A	Process and monitor event registrations
SITXEVT004A	Coordinate on-site event registrations

The text of the examinable units of competency, including the HSC requirements and advice, is contained in the *Tourism and Events Curriculum Framework Stage 6 Syllabus – Part B*.

12 HSC Requirements and Certification

12.1 Course completion requirements

For a student to be considered to have satisfactorily completed a course within the Tourism and Events Curriculum Framework there must be sufficient evidence that the student has:

- followed the course developed by the Board
- applied themselves with diligence and sustained effort to the set tasks and experiences provided in the course by the school/RTO
- achieved some or all of the course outcomes
- undertaken the mandatory work placement.

Refer the Board's [Assessment, Certification and Examination \(ACE\) Manual](#) for further information.

12.2 Preliminary and HSC unit credit

To facilitate flexibility of VET in the HSC, courses within the Tourism and Events Curriculum Framework may be delivered as Preliminary units, as HSC units or as a combination of Preliminary and HSC units.

12.3 Reporting achievement in the HSC

Advice on reporting achievement in relation to the Tourism and Events Curriculum Framework is contained in the *Assessment and Reporting in Tourism and Events Stage 6* document.

This document is available at the Board's website at http://www.boardofstudies.nsw.edu.au/syllabus_hsc/tourism-and-events.html

13 Other Information

13.1 Providing for all students

13.1.1 Students with special education needs

Courses in the Tourism and Events Curriculum Framework are available to all students.

Students with special education needs may access:

- all courses within the Tourism and Events Curriculum Framework under regular course arrangements
- OR**
- units of competency selected through the collaborative curriculum planning process from the relevant course units of competency detailed in Sections 8.4 and 8.5 of this document.

Students with special education needs may require adjustments to learning and assessment strategies as well as additional time to demonstrate the required level of competence. Reasonable adjustments to delivery and assessment are appropriate provided they conform to the industry competency standards as expressed in the SIT07 Training Package.

An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability.

An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student's disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment.

An education provider is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable.⁶

Reasonable adjustments should be based upon the individual student's needs and abilities.

The appropriate units of competency should be selected through the collaborative curriculum planning process to work towards the achievement of an AQF VET Certificate and an occupational outcome.

It is recommended that the collaborative curriculum planning should prioritise units of competency that provide essential foundation skills for employment in the Tourism and Events industries.

Successful participation in courses within the Tourism and Events Curriculum Framework for students with special education needs will require:

- collaborative curriculum planning to meet individual needs
- appropriate learning and assessment strategies
- appropriate consultation on strategies to support the mandatory work placement
- ongoing partnerships between schools, students, parents, teachers, employers and others in the community.

⁶ Training Package Development Handbook Guidelines: Training Packages, www.tpdh.deewr.gov.au

To develop skills and knowledge to industry standard, students with special education needs may require extended time and additional support, both off the job and in the workplace.

Further advice on the implementation of the Tourism and Events Curriculum Framework for students with special education needs is contained in the *Stage 6 Industry Curriculum Frameworks Support Document for Students with Special Education Needs (2005)*. This document is available on the Board of Studies website (www.boardofstudies.nsw.edu.au).

Work placement

Students with special education needs **must** undertake the minimum work placement requirements for courses within the Tourism and Events Curriculum Framework, described in Section 8 and Section 10 of this document.

Assessment

Students with special education needs are subject to the assessment requirements detailed in Section 11 of this document and in the document *Assessment and Reporting in Tourism and Events Stage 6*.

AQF VET qualifications

Eligibility for AQF VET qualifications is the same for all students. To receive AQF VET qualifications, students with special education needs must meet the assessment requirements of the Tourism, Hospitality and Events Training Package (SIT07). A qualified assessor must conduct the assessment.

13.1.2 Gender and cultural considerations

Industry curriculum frameworks address the needs of a broad range of students. Material developed for teaching and assessment programs in the Tourism and Events Curriculum Framework must not contain any bias related to a student's gender or cultural background. Case studies, illustrative examples and other materials used for teaching and assessment should be selected such that they do not reinforce gender or cultural stereotypes.

13.1.3 School-based trainees

The Tourism and Events Curriculum Framework includes provision for trainees to fulfil their requirements and gain an AQF VET qualification.

Students participating in a school-based traineeship requiring credit towards the HSC for their training should undertake appropriate courses from the Tourism and Events Framework.

Students may also elect to complete the Board Endorsed *Stage 6 Industry-based Learning Course* enabling them to gain HSC credit for the on-the-job component of the school-based traineeship.

Additional HSC credit may be available through the locally designed Board Endorsed Course process. Such courses may draw from units of competency in the Tourism, Hospitality and Events Training Package (SIT07) not included in the Tourism and Events Framework and can be individualised to align to a student's training plan.

Further information on requirements and arrangements for school-based traineeships in the Tourism and Events industries is available from:

- school system/sector authorities
- the Department of Education and Training State Training Centres
- the apprenticeships and traineeships website (<http://apprenticeship.det.nsw.edu.au>)
- the Department of Education and Training Vocational Education in Schools school-based apprenticeships and traineeships in NSW (www.sbatinnsw.info)
- Australian Apprenticeship Centres.

13.2 Employability Skills⁷

The Employability Skills build on and replace the Mayer Key Competencies (developed in 1992) which attempted to describe generic competencies for effective participation in work.

The Business Council of Australia (BCA) and the Australian Chamber of Commerce and Industry (ACCI), in consultation with other peak employer bodies, produced the *Employability Skills for the Future* report which was officially released in May 2002. The report indicated that business and industry required a broader range of skills than the Mayer Key Competencies Framework provided and recommended the following eight Employability Skills:

- communication
- teamwork
- problem-solving
- initiative and enterprise
- planning and organising
- self-management
- learning
- technology.

The report described how Employability Skills can be more appropriately described for particular occupational and industry contexts by sets of ‘facets’ or important work skills. The following table contains the Employability Skills and facets identified in the report:

Table 7 Employability skills

Skill	Facets
<p>Communication that contributes to productive and harmonious relations across employees and customers</p>	<p>Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.</p> <ul style="list-style-type: none"> • listening and understanding • speaking clearly and directly • writing to the needs of the audience • negotiating responsively • reading independently • empathising • using numeracy effectively • understanding the needs of internal and external customers • persuading effectively

⁷ 13.2 Employability Skills is adapted from DEEWR, 2007, *Tourism, Hospitality and Events Training Package* (SIT07), Volume 1.

Table 7 cont/d

Skill	Facets
Communication cont/d	<ul style="list-style-type: none"> • establishing and using networks • being assertive • sharing information • speaking and writing in languages other than English
Teamwork that contributes to productive working relationships and outcomes	<ul style="list-style-type: none"> • working across different ages irrespective of gender, race, religion or political persuasion • working as an individual and as a member of a team • knowing how to define a role as part of the team • applying teamwork to a range of situations, eg planning and problem-solving • identifying the strengths of team members • coaching and mentoring skills, including giving feedback
Problem-solving that contributes to productive outcomes	<ul style="list-style-type: none"> • developing creative, innovative and practical solutions • showing independence and initiative in identifying and solving problems • solving problems in teams • applying a range of strategies to problem-solving • using mathematics, including budgeting and financial management to solve problems • applying problem-solving strategies across a range of areas • testing assumptions, taking into account the context of data and circumstances • resolving customer concerns in relation to complex project issues
Initiative and enterprise that contribute to innovative outcomes	<ul style="list-style-type: none"> • adapting to new situations • developing a strategic, creative and long-term vision • being creative • identifying opportunities not obvious to others • translating ideas into action • generating a range of options • initiating innovative solutions
Planning and organising that contribute to long-term and short-term strategic planning	<ul style="list-style-type: none"> • managing time and priorities – setting timelines, coordinating tasks for self and with others • being resourceful • taking initiative and making decisions • adapting resource allocations to cope with contingencies • establishing clear project goals and deliverables • allocating people and other resources to tasks • planning the use of resources, including time management • participating in continuous improvement and planning processes • developing a vision and a proactive plan to accompany it • predicting – weighing up risk, evaluating alternatives and applying evaluation criteria • collecting, analysing and organising information • understanding basic business systems and their relationships
Self-management that contributes to employee satisfaction and growth	<ul style="list-style-type: none"> • having a personal vision and goals • evaluating and monitoring own performance • having knowledge and confidence in own ideas and visions • articulating own ideas and visions • taking responsibility

Table 7 cont/d

Skill	Facets
<p>Learning that contributes to ongoing improvement and expansion in employee and company operations and outcomes</p>	<ul style="list-style-type: none"> • managing own learning • contributing to the learning community at the workplace • using a range of mediums to learn – mentoring, peer support and networking, IT and courses • applying learning to technical issues (eg learning about products) and people issues (eg interpersonal and cultural aspects of work) • having enthusiasm for ongoing learning • being willing to learn in any setting – on and off the job • being open to new ideas and techniques • being prepared to invest time and effort in learning new skills • acknowledging the need to learn in order to accommodate change
<p>Technology that contributes to the effective carrying out of tasks</p>	<ul style="list-style-type: none"> • having a range of basic IT skills • applying IT as a management tool • using IT to organise data • being willing to learn new IT skills • having the OHS knowledge to apply technology • having the appropriate physical capacity

There is an *Employability Skills Summary* for each qualification available in the Tourism, Hospitality and Events Training Package (SIT07). These summaries capture the key aspects or facets of the employability skills that are important to the job roles covered by the qualification. Summaries are designed to assist trainers and assessors to identify and include important industry application of employability skills in learning and assessment strategies. The Employability Skills Summaries for the qualifications available in the Framework are included in Section 15 of this document.

Employability skills are essential features of each of the qualifications available in the Framework and therefore consideration must be given to the ways in which they can be addressed when designing learning activities and assessment instruments.

The following is important information for trainers and assessors about Employability Skills Summaries:

- Employability Skills Summaries provide examples of how each skill is applicable to the job roles covered by the qualification.
- Employability Skills Summaries contain general information which is further explained as measurable outcomes of performance in the units of competency in each qualification.
- The details in Employability Skills Summaries vary according to the range of job roles covered by the qualification in question.
- Employability Skills Summaries are not exhaustive lists of qualification requirements or checklists of performance (which are separate assessment tools that should be designed by trainers and assessors after analysis at the unit level).
- Employability Skills Summaries contain information that may also assist in building learners’ understanding of industry and workplace expectations.

13.3 Articulation to further training

Students achieving units of competency in this Framework can apply to have those units recognised in other endorsed Training Package qualifications.

Students and teachers should investigate the qualifications within the Tourism, Hospitality and Events Training Package (SIT07) to identify possible training pathways. In some instances these may include higher-level courses at TAFE NSW or other RTOs which may provide for advanced standing in related university courses.

Students seeking to gain credit towards AQF VET qualifications in other industries may use the qualifications gained in Tourism and Events as evidence of competency for related units of competency in any national Training Package.

Further information on requirements and arrangements for post-school traineeships in the Tourism and Events industries is available from the NSW Department of Education and Training State Training Centres and Australian Apprenticeship Centres.

14 AQF VET Qualifications

The various titles of AQF VET qualifications reflect levels of performance and degrees of responsibility in a workplace context. The level of a qualification thus provides an indication of the standard of achievement expected, which is comparable across industries and provides a context for assessment.

Industry curriculum frameworks relate to Certificates I to III. Brief descriptions of Certificates I, II and III, from the *Australian Qualifications Framework Implementation Handbook*⁸, are provided below.

Certificate I

Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities, most of which may be routine and predictable.

Applications may include a variety of employment-related skills including preparatory access and participation skills, broad-based induction skills and/or specific workplace skills. They may also include participation in a team or work group.

An individual demonstrating competencies at this level would be able to:

- demonstrate knowledge by recall in a narrow range of areas
- demonstrate basic practical skills such as the use of relevant tools
- perform a sequence of routine tasks given clear direction
- receive and pass on messages/information.

Certificate II

Breadth, depth and complexity of knowledge and skills would prepare a person to perform in a range of varied activities or knowledge applications where there is a clearly defined range of contexts in which the choice of actions required is usually clear and there is limited complexity in the range of options to be applied.

Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

Applications may include some complex or non-routine activities involving individual responsibility or autonomy and/or collaboration with others as part of a group or team.

An individual demonstrating competencies at this level would be able to:

- demonstrate basic operational knowledge in a moderate range of areas
- apply a defined range of skills
- apply known solutions to a limited range of predictable problems
- perform a range of tasks where choice between a limited range of options is required
- assess and record information from varied sources
- take limited responsibility for own outputs in work and learning.

⁸ Australian Qualifications Framework (AQF) Advisory Board, 2007, *Australian Qualifications Framework Implementation Handbook*, Fourth Edition, Carlton, VIC.

Certificate III

Breadth, depth and complexity of knowledge and competencies would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specific problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

Applications may involve some responsibility for others. Participation in teams including group or team coordination may be involved.

An individual demonstrating these competencies would be able to:

- demonstrate some relevant theoretical knowledge
- apply a range of well developed skills
- apply known solutions to a variety of predictable problems
- perform processes that require a range of well-developed skills where some discretion and judgement is required
- interpret available information, using discretion and judgement
- take responsibility for own outputs in work and learning
- take limited responsibility for the output of others.

<p>AQF VET Statements of Attainment and Certificates are ONLY issued on the basis of successful achievement of units of competency as determined by a qualified assessor.</p>

15 Minimum Requirements for AQF VET Qualifications

The following pages outline the qualification packaging rules for the AQF VET qualifications available in this Framework. This information is reproduced directly from the **Tourism, Hospitality and Events Training Package (SIT07)**. It is included so that the minimum requirements for achieving the industry qualifications are clear. Students who meet these requirements will be eligible for the relevant AQF VET Certificate, whether or not they have met the additional requirements of the HSC course.

Please note: Only the shaded units of competency are available in the Tourism and Events Curriculum Framework. HSC course requirements are outlined in Section 8.

SIT20107 Certificate II in Tourism

Descriptor

This qualification provides the skills and knowledge for an individual to be competent in a defined range of basic tourism technical skills.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of individuals who perform a range of mainly routine tasks, using limited practical skills and fundamental operational knowledge in a defined context. They work under direct supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

Individuals with this qualification are able to work in many tourism industry sectors and enterprise types. This qualification is very flexible and is designed to meet a broad range of basic tourism industry needs. It recognises the diversity of tourism operations and the increasing industry trend for operators to provide specialised tourism products. The types of enterprise to which this qualification may apply include retail travel agencies of any sort, tour wholesalers, tour operators of any sort (e.g. coach, camping, cruise boat, four-wheel drive or walking), attractions, cultural and heritage sites and any small tourism business requiring multi-skilled employees.

In some sectors of the industry there are no job outcomes at Certificate II level. Specialist Certificate III qualifications should be selected for the appropriate job outcome, e.g. guiding, travel consultancy or tour coordination.

Possible job titles include:

- office assistant for a small tour operator
- documentation clerk for a tour wholesaler
- receptionist and office assistant in a professional conference organiser
- receptionist and office assistant in a retail travel agency
- retail sales assistant in an attraction
- museum attendant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

QUALIFICATION RULES

To achieve a Certificate II in Certificate II in Tourism, 11 units must be completed:

- all 4 core units
- 7 elective units:
 - a minimum of 3 elective units must be selected from the list below
 - the remaining 4 elective units may be selected from any endorsed Training Package
 - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

Unit codes	Unit titles
SITTIND001A	Develop and update tourism industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001A	Follow health, safety and security procedures

ELECTIVE UNITS

Unit codes	Unit titles
Accommodation Services	
SITHACS006A	Clean premises and equipment
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
Client and Customer Services	
SITXCCS001A	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures
Communication and Teamwork	
SITXCOM004A	Communicate on the telephone
Computer Operations and ICT Management	
BSBADM305A	Create and use databases
BSBCM108A	Develop keyboard skills
BSBCM205A	Use business technology
BSBSMN213A	Produce simple word-processed documents
BSBCM214A	Create and use simple spreadsheets
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices

ELECTIVE UNITS	
Unit codes	Unit titles
Events	
SITXEVT003A	Process and monitor event registration
Finance	
SITXFIN001A	Process financial transactions
First Aid	
HLTFA301B	Apply first aid

ELECTIVE UNITS (continued)	
Unit codes	Unit titles
Food and Beverage	
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010A	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012A	Prepare and serve espresso coffee
FDFCDSSTTA	Conduct a standard product tasting
Guiding	
SITTGDE008A	Research and share general information on Australian Indigenous cultures
SITTGDE009A	Interpret aspects of local Australian Indigenous culture
Inventory	
SITXINV001A	Receive and store stock
Languages other than English	
SITXLAN1_A	Conduct basic workplace oral communication in a language other than English
SITXLAN2_A	Conduct routine workplace oral communication in a language other than English
Occupational Health and Safety	
SITXOHS002A	Follow workplace hygiene procedures
Risk Management and Security	
SIRXRSK001A	Minimise theft
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services

ELECTIVE UNITS (continued)	
Unit codes	Unit titles
Tour Operations	
SITTTOP002A	Load touring equipment and conduct pre-departure checks
TDTC197B	Drive vehicle
Tourism Sales and Operations	
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL007A	Receive and process reservations
SITTTSL009A	Process travel-related documentation
Venue and Facility Operations	
SITTVAF002A	Provide a briefing or scripted commentary
SITTVAF004A	Load and unload ride

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Office assistant for a small tour operator

BSBCMN108A	Develop keyboard skills
BSBCMN205A	Use business technology
BSBCMN213A	Produce simple word-processed documents
SITTTSL007A	Receive and process reservations
SITTTSL009A	Process travel-related documentation
SITXADM001A	Perform office procedures
SITXCOM004A	Communicate on the telephone

Retail sales assistant in an attraction

SIRXCCS001A	Apply point-of-sale handling procedures
SIRXRSK001A	Minimise theft
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
SITHFAB010A	Prepare and serve non-alcoholic beverages
SITXCCS001A	Provide visitor information
SITXLAN1__A	Conduct basic workplace oral communication in a language other than English

Museum attendant

CULMS201B	Develop and apply knowledge of the museum industry
CULMS205B	Observe and report basic condition of collection
CULMS207B	Assist with the presentation of public activities and events
SIRXCCS001A	Apply point-of-sale handling procedures
SIRXSLS001A	Sell products and services
SITTVAF002A	Provide a briefing or scripted commentary
SITXCCS001A	Provide visitor information

EMPLOYABILITY SKILLS SUMMARY

SIT20107 Certificate II in Tourism

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues, supervisors and suppliers or agents to assist with the coordination of customer’s tourism experience; interpreting verbal and written information on tourism product conditions and customer requirements; providing clear and accurate verbal and written information to customers and suppliers or agents in a culturally appropriate manner to ensure a positive tourism experience.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing the needs of the tourism customer; supporting other team members to coordinate tourism sales and operational activities to achieve quality service delivery of the tourism product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving	Thinking about problems that relate to own role in tourism sales and operational activities; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers or agents in solving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with tourism products.
Initiative and enterprise	Identifying and discussing better ways to coordinate tourism sales and operational activities and to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising customer, product and supplier or agent information to allow for efficient coordination of tourism sales and operational activities; using appropriate predetermined policies and procedures to guide tourism selling and operational activities.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in servicing the tourism customer; knowing own job role and responsibilities in tourism sales and operational activities; seeking feedback and guidance from supervisors on success in coordinating tourism activities.
Learning	Knowing the structure of, networks within and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and suppliers or agents.
Technology	Understanding the operating capability of, selecting and using computer systems and software that assist in tourism sales and operational activities; correctly using equipment to ensure personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Please note: Only the shaded units of competency are available in the Tourism and Events Curriculum Framework. HSC course requirements are outlined in Section 8.

SIT30107 Certificate III in Tourism

Descriptor

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales, operational and tour delivery skills.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in multiple tourism industry sectors and enterprise types. This qualification is very flexible and is designed to meet a broad range of tourism industry needs. It recognises the diversity of tourism operations and the increasing industry trend for operators to provide specialised tourism products. The types of enterprise to which this qualification may apply include tour operators of any sort (e.g. coach, camping, cruise boat, four-wheel drive or walking), attractions, cultural and heritage sites and any small tourism business requiring multi-skilled employees.

Possible job titles include:

- guide and salesperson in an Indigenous cultural centre
- cellar door salesperson and guide in a winery
- attendant and guide in a museum
- attendant in an attraction or theme park
- senior ride operator in an attraction or theme park
- operations consultant for a tour operator
- reservation sales agent for a tour operator.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

QUALIFICATION RULES

To achieve a Certificate III in Tourism, 15 units must be completed:

- all 5 core units
- 10 elective units:
 - a minimum of 6 elective units must be selected from the list below
 - the remaining 4 elective units may be selected from any endorsed Training Package
 - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
Unit codes	Unit titles
SITTIND001A	Develop and update tourism industry knowledge
SITXCCS001A	Provide visitor information
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001A	Follow health, safety and security procedures

ELECTIVE UNITS	
Unit codes	Unit titles
Accommodation Services	
SITHACS006A	Clean premises and equipment
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
BSBEBUS401A	Conduct online research
Client and Customer Services	
SIRXCCS001A	Apply point-of-sale handling procedures
Communications and Teamwork	
SITXCOM003A	Deal with conflict situations
SITXCOM004A	Communicate on the telephone
Computer Operations and ICT Management	
BSBADM304A	Design and develop text documents
BSBADM305A	Create and use databases
BSBADM306A	Create electronic presentations
BSBCM108A	Develop keyboard skills
BSBCM205A	Use business technology
BSBCM213A	Produce simple word-processed documents
BSBCM214A	Create and use simple spreadsheets
BSBCM306A	Produce business documents
BSBEBUS403A	Communicate electronically
E-Business	
BSBEBUS404A	Trade online
BSBEBUS405A	Conduct online financial transactions
BSBEBUS407A	Review and maintain the business aspects of a website
BSBEBUS408A	Implement and monitor delivery of quality customer service online
Environmental Sustainability	
SITXENV002A	Implement and monitor environmentally sustainable work practices

ELECTIVE UNITS (continued)	
Unit codes	Unit titles
Events	
SITXEVT001A	Develop and update event industry knowledge
SITXEVT002A	Provide event staging support
SITXEVT003A	Process and monitor event registration
SITXEVT004A	Coordinate on-site event registrations
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
BSBADM309A	Process accounts payable and receivable
First Aid	
HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation
Food and Beverage	
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010A	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012A	Prepare and serve espresso coffee
FDFCDSSTTA	Conduct a standard product tasting
FDFCDSWTB	Promote wine tourism information
Guiding	
SITTGDE001A	Work as a guide
SITTGDE002A	Provide arrival and departure assistance
SITTGDE004A	Lead tour groups
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides
SITTGDE008A	Research and share general information on Australian Indigenous cultures
SITTGDE009A	Interpret aspects of local Australian Indigenous culture
SITTGDE010A	Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE011A	Prepare specialised interpretive content on marine environments
SITTGDE012A	Prepare specialised interpretive content on cultural and heritage environments
Human Resource Management	
SITXHRM001A	Coach others in job skills

ELECTIVE UNITS (continued)	
Unit codes	Unit titles
Inventory	
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
Languages other than English	
SITXLAN1_A	Conduct basic workplace oral communication in a language other than English
SITXLAN2_A	Conduct routine workplace oral communication in a language other than English
SITXLAN3_A	Conduct workplace oral communication in a language other than English
SITXLAN5_A	Read and write workplace information in a language other than English
Merchandising	
SIRXMER001A	Merchandise products
Occupational Health and Safety	
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS003A	Identify hazards, and assess and control safety risks
Planning and Product Development	
SITTPPD005A	Plan and develop interpretive activities
Risk Management and Security	
PRSSO211A	Monitor and control individual and crowd behaviour
PRSSO217A	Provide lost and found facility
SIRXRSK001A	Minimise theft
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Tour Operations	
SITTTOP002A	Load touring equipment and conduct pre-departure checks
SITTTOP003A	Operate and maintain a 4WD tour vehicle
SITTTOP005A	Provide camp site catering
TDTB397B	Carry out vehicle servicing and maintenance
TDTC197B	Drive vehicle
TDTC897B	Drive coach/bus
Tourism Sales and Office Operations	
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006A	Prepare quotations

ELECTIVE UNITS (continued)	
Unit codes	Unit titles
SITTTSL007A	Receive and process reservations
SITTTSL008A	Book and coordinate supplier services
SITTTSL009A	Process travel-related documentation
SITTTSL010A	Control reservations or operations using a computerised system
SITTTSL011A	Maintain a product inventory
Venue and Facility Operations	
SITTVAF002A	Provide a briefing or scripted commentary
SITTVAF003A	Operate a ride location
SITTVAF004A	Load and unload a ride
SITTVAF005A	Operate a games location

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Guide and salesperson in an Indigenous cultural centre

- CUVPRP03A Develop and apply knowledge of Aboriginal or Torres Strait Islander cultural arts
- SIRXCCS001A Apply point-of-sale handling procedures
- SIRXRSK001A Minimise theft
- SIRXSLS001A Sell products and services
- SIRXSLS002A Advise on products and services
- SITTGDE001A Work as a guide
- SITTGDE007A Develop and maintain the general and regional knowledge required by guides
- SITTGDE008A Research and share general information on Australian Indigenous cultures
- SITXADM001A Perform office procedures
- SITXINV001A Receive and store stock

Cellar door sales person and guide in a winery

- FDFCDSSTTA Conduct a standard product tasting
- FDFCDSWTB Promote wine tourism information
- SIRXCCS001A Apply point-of-sale handling procedures
- SIRXSLS001A Sell products and services
- SIRXSLS002A Advise on products and services
- SITHFAB005A Provide table service of alcoholic beverages
- SITHFAB009A Provide responsible service of alcohol
- SITTGDE001A Work as a guide
- SITTGDE006A Prepare and present tour commentaries or activities
- SITXINV001A Receive and store stock

Attendant and guide in a museum

- CULMS201B Develop and apply knowledge of the museum industry
- CULMS205B Observe and report basic condition of collection
- CULMS207B Assist with the presentation of public activities and events
- CULMS412B Record and maintain collection information
- SIRXCCS001A Apply point-of-sale handling procedures
- SIRXSLS001A Sell products and services
- SIRXSLS002A Advise on products and services
- SITTGDE001A Work as a guide
- SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments
- SITTVAF002A Provide a briefing or scripted commentary

Attendant in an attraction or theme park

HLTFA301B	Apply first aid
SIRXCCS001A	Apply point-of-sale handling procedures
SIRXSLS001A	Sell products and services
SITHACS006A	Clean premises and equipment
SITHFAB003A	Serve food and beverage to customers
SITHFAB010A	Prepare and serve non-alcoholic beverages
SITTVAF002A	Provide a briefing or scripted commentary
SITTVAF003A	Operate a ride location
SITTVAF004A	Load and unload a ride
SITXLAN1__A	Conduct basic workplace oral communication in a language other than English

Reservation sales agent for a tour operator

BSBEBUS302A	Use and maintain electronic mail system
SITTTOP002A	Load touring equipment and conduct pre-departure checks
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL005A	Sell tourism products and services
SITTTSL006A	Prepare quotations
SITTTSL007A	Receive and process reservations
SITTTSL009A	Process travel-related documentation
SITTTSL010A	Control reservations or operations using a computerised system
SITXADM001A	Perform office procedures

EMPLOYABILITY SKILLS SUMMARY

SIT30107 Certificate III in Tourism

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues, other tourism suppliers and agents to plan and deliver the customer’s tourism experience; understanding verbal and written information on tourism products to be delivered; determining and interpreting customer requirements; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers, suppliers and agents in a culturally appropriate manner to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving instructions and understanding own lead role in servicing the needs of the tourism customer; supporting other team members in their role in providing quality tourism service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving	Anticipating problems that may arise with tourism product delivery; mitigating problems by operational planning of all tourism product delivery details; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers or agents in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or operational problems associated with delivering the tourism product.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering tourism products that meet or exceed customer expectations; identifying and discussing a range of tourism product and service concepts to improve existing product and service delivery.
Planning and organising	Collecting, analysing and organising customer, product and supplier or agent information to allow for efficient planning and delivery of tourism products and services; setting timelines and organising own work flow to coordinate the delivery of tourism experiences; using appropriate predetermined policies and procedures to guide the planning and delivery of tourism products.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in servicing the tourism customer; knowing own job role and responsibilities in planning and delivering the tourism product; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively planning and delivering tourism activities.
Learning	Knowing the structure of, networks within, and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism activities and information for customers.
Technology	Understanding the operating capability of, selecting and using technologies that assist in planning and delivering tourism products such as computer systems and software, microphones, vehicles, navigation equipment, and recreational and entertainment equipment; correctly using equipment to ensure personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Please note: Only the shaded units of competency are available in the Tourism and Events Curriculum Framework. HSC course requirements are outlined in Section 8.

SIT30207 Certificate III in Tourism (Retail Travel Sales)

Descriptor

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed retail travel sales and operational skills.

Work would be undertaken in a retail office or shopfront environment where the planning of customers' travel and touring arrangements takes place.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in the retail travel sector, covering all types of retailers, including those that cover or specialise in leisure, corporate, domestic and international sales. At this level, retail travel personnel can operate in domestic or international sales and this qualification allows for both.

Possible job titles include:

- travel consultant
- tour desk consultant
- international travel consultant
- leisure consultant
- corporate leisure consultant
- corporate consultant
- international corporate consultant
- online consultant
- mobile travel consultant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

QUALIFICATION RULES

To achieve a Certificate III in Tourism (Retail Travel Sales), 22 units must be completed:

- all 16 core units
- 6 elective units:

For this qualification, electives may be selected to meet a job outcome in either domestic or international travel sales, as follows.

Domestic

- a minimum of 3 elective units must be selected from the general electives listed below
- the remaining 3 elective units may be selected from any endorsed Training Package
- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

International

- to achieve a specialisation in international travel, all 3 elective units from Specialisation Group A – International must be completed
- the remaining 3 elective units may be selected from the general electives or any endorsed Training Package
- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

Unit codes	Unit titles
SITTIND001A	Develop and update tourism industry knowledge
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006A	Prepare quotations
SITTTSL008A	Book and coordinate supplier services
SITTTSL009A	Process travel-related documentation
SITTTSL010A	Control reservations or operations using a computerised system
SITXADM001A	Perform office procedures
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM004A	Communicate on the telephone
SITXOHS001A	Follow health, safety and security procedures
BSBCMN205A	Use business technology
BSBCMN306A	Produce business documents

SPECIALISATION GROUP A - INTERNATIONAL	
Unit codes	Unit titles
SITTTSL003A	Source and provide international destination information and advice
SITTTSL013A	Construct normal international airfares
SITTTSL014A	Construct promotional international airfares

GENERAL ELECTIVE UNITS	
Unit codes	Unit titles
Communication and Teamwork	
SITXCOM003A	Deal with conflict situations
SITXCOM005A	Make presentations
Computer Operations and ICT Management	
BSBADM304A	Design and develop text documents
BSBADM305A	Create and use databases
BSBADM306A	Create electronic presentations
BSBADM403A	Develop and use complex databases
BSBCMN108A	Develop keyboard skills
BSBCMN214A	Create and use simple spreadsheets
BSBEBUS302A	Use and maintain electronic mail system
BSBEBUS403A	Communicate electronically
E-Business	
BSBEBUS404A	Trade online
BSBEBUS405A	Conduct online financial transactions
BSBEBUS407A	Review and maintain the business aspects of a website
BSBEBUS408A	Implement and monitor delivery of quality customer service online
Environmental Sustainability	
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT001A	Develop and update event industry knowledge
SITXEVT002A	Provide event staging support
SITXEVT003A	Process and monitor event registrations
SITXEVT004A	Coordinate on-site event registrations

GENERAL ELECTIVE UNITS (continued)	
Unit codes	Unit titles
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
BSBADM309A	Process accounts payable and receivable
Human Resource Management	
SITXHRM001A	Coach others in job skills
Languages other than English	
SITXLAN1_A	Conduct basic workplace oral communication in a language other than English
SITXLAN2_A	Conduct routine workplace oral communication in a language other than English
SITXLAN3_A	Conduct workplace oral communication in a language other than English
SITXLAN5_A	Read and write workplace information in a language other than English
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR004A	Coordinate marketing activities
Occupational Health and Safety	
SITXOHS003A	Identify hazards, and assess and control safety risks
Planning and Product Development	
SITTPPD002A	Research tourism data
SITTPPD003A	Source and package tourism products
Tourism Sales and Operations	
SITTTSL003A	Source and provide international destination information and advice
SITTTSL007A	Receive and process reservations
SITTTSL011A	Maintain a product inventory
SITTTSL012A	Construct domestic airfares
SITTTSL013A	Construct normal international airfares
SITTTSL014A	Construct promotional international airfares
SITTTSL015A	Construct advanced international airfares
SITTTSL016A	Administer billing and settlement plan

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

International travel consultant – corporate, leisure mobile or online

- BSBADM305A Create and use databases
- SITTTSL003A Source and provide international destination information and advice
- SITTTSL013A Construct normal international airfares
- SITTTSL014A Construct promotional international airfares
- SITTTSL016A Administer billing and settlement plan
- SITXFIN002A Maintain financial records

EMPLOYABILITY SKILLS SUMMARY

SIT30207 Certificate III in Tourism (Retail Travel Sales)

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues, customers and tourism product suppliers to plan the customer's travel itinerary; interpreting verbal and written information on tourism product conditions; determining and interpreting customer preferences to sell proactively and persuasively; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers and suppliers to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving instructions and understanding own lead role in selling tourism products and servicing the needs of the retail travel customer; supporting other team members in their role in providing quality sales and service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of retail travel customers.
Problem solving	Anticipating problems that may arise with the customer's travel arrangements; mitigating problems by planning and booking appropriate travel itineraries that adhere to supplier conditions and customer requests; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors and suppliers in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or supplier problems associated with the sale of retail travel products.
Initiative and enterprise	Showing independence and initiative required to take a lead role in making travel sales and providing service that meets or exceeds customer expectations; identifying and discussing a range of tourism product and service concepts to improve existing product and service options for the retail travel agency.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for effective selling and efficient coordination of tourism product bookings; setting timelines, organising own work flow and using appropriate predetermined policies and procedures to guide the selling and booking processes.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in selling tourism products; knowing own job role and responsibilities in selling and coordinating bookings for tourism products; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively servicing the sales needs of retail travel customers.
Learning	Knowing the structure of, networks within, and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and suppliers.
Technology	Understanding the operating capability of, selecting and using computer systems, software and information networks that assist in selling and coordinating bookings for tourism products.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Please note: Only the shaded units of competency are available in the Tourism and Events Curriculum Framework. HSC course requirements are outlined in Section 8.

SIT30307 Certificate III in Tourism (Tour Wholesaling)

Descriptor

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales and operational skills.

Work would be undertaken in an office environment where the planning and sale of wholesale tourism products and services takes place. Some tour wholesaling personnel undertake guiding functions which would be undertaken in the field where tourism products are delivered.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in the tour wholesaling sector, covering all types of wholesalers, including inbound tour operators and outbound tour wholesalers.

Possible job titles include:

- operations consultant
- wholesale consultant
- wholesale groups consultant
- wholesale international consultant
- reservations consultant
- reservations sales agent
- call centre sales agent
- inbound tour coordinator
- inbound travel consultant
- inbound groups consultant
- tour controller
- tour finaliser
- incentive coordinator
- tour consultant
- account manager.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

QUALIFICATION RULES

To achieve a Certificate III in Tourism (Tour Wholesaling), 19 units must be completed:

- all 15 core units
plus
- the 1 required unit in Specialisation Group A – International
or
- the 1 required unit in Specialisation Group B – Domestic
plus
- 3 elective units:
 - a minimum of 2 elective units must be selected from the list below
 - the remaining elective unit may be selected from any endorsed Training Package
 - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

Unit codes	Unit titles
SITTIND001A	Develop and update tourism industry knowledge
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL005A	Sell tourism products and services
SITTTSL006A	Prepare quotations
SITTTSL008A	Book and coordinate supplier services
SITTTSL009A	Process travel-related documentation
SITTTSL010A	Control reservations or operations using a computerised system
SITXADM001A	Perform office procedures
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM004A	Communicate on the telephone
SITXOHS001A	Follow health, safety and security procedures
BSBCM205A	Use business technology
BSBCM306A	Produce business documents

SPECIALISATION GROUP A - INTERNATIONAL

Unit codes	Unit titles
SITTTSL003A	Source and provide international destination information and advice

SPECIALISATION GROUP B - DOMESTIC

Unit codes	Unit titles
SITTTSL004A	Source and provide Australian destination information and advice

ELECTIVE UNITS	
Unit codes	Unit titles
Administration	
SITXADM002A	Source and present information
Communication and Teamwork	
SITXCOM003A	Deal with conflict situations
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBADM304A	Design and develop text documents
BSBADM305A	Create and use databases
BSBADM306A	Create electronic presentations
BSBADM403A	Develop and use complex databases
BSBADM404A	Develop and use complex spreadsheets
BSBCMN108A	Develop keyboard skills
BSBCMN214A	Create and use simple spreadsheets
BSBEBUS302A	Use and maintain electronic mail system
BSBEBUS403A	Communicate electronically
E-Business	
BSBEBUS404A	Trade online
BSBEBUS405A	Conduct online financial transactions
BSBEBUS407A	Review and maintain the business aspects of a website
BSBEBUS408A	Implement and monitor delivery of quality customer service online
Environmental Sustainability	
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT001A	Develop and update event industry knowledge
SITXEVT002A	Provide event staging support
SITXEVT003A	Process and monitor event registration
SITXEVT004A	Coordinate on-site event registrations
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SIRXFIN003A	Interpret financial information
BSBADM308A	Process payroll
BSBADM309A	Process accounts payable and receivable
Human Resource Management	
SITXHEM001A	Coach others in job skills

GENERAL ELECTIVE UNITS (continued)	
Unit codes	Unit titles
Guiding	
SITTGDE002A	Provide arrival and departure assistance
SITTGDE004A	Lead tour groups
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides
Languages other than English	
SITXLAN1_A	Conduct basic workplace oral communication in a language other than English
SITXLAN2_A	Conduct routine workplace oral communication in a language other than English
SITXLAN3_A	Conduct workplace oral communication in a language other than English
SITXLAN5_A	Read and write workplace information in a language other than English
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
Occupational Health and Safety	
SITXOHS003A	Identify hazards, and assess and control safety risks
Planning and Product Development	
SITTPPD002A	Research tourism data
SITTPPD003A	Source and package tourism products
Tourism Sales and Operations	
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL007A	Receive and process reservations
SITTTSL009A	Process travel-related documentation
SITTTSL011A	Maintain a product inventory
SITTTSL012A	Construct domestic airfares
SITTTSL013A	Construct normal international airfares
SITTTSL014A	Construct promotional international airfares
SITTTSL015A	Construct advanced international airfares
SITTTSL106A	Administer billing and settlement plan

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Reservations sales agent

SITTTSL007A Receive and process reservations
 SITTTSL009A Process travel-related documentation
 SITXFIN002A Maintain financial records

Inbound tour coordinator

SITTPPD003A Source and package tourism products
 SITTTSL009A Process travel-related documentation
 SITXLAN5__A Read and write workplace information in a language other than English

EMPLOYABILITY SKILLS SUMMARY

SIT30307 Certificate III in Tourism (Tour Wholesaling)

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues and tourism agents to plan the customer’s travel itinerary; interpreting verbal and written information on tourism suppliers’ product conditions; determining and interpreting product preferences to sell proactively and persuasively to the agent and their customers; empathising and negotiating acceptable solutions to agent problems and complaints; providing clear and accurate verbal and written information to agents and suppliers to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving clear operational instructions to and from other departments, and understanding own lead role in selling tourism products and servicing customer needs via their agent; supporting other departments in their role in providing quality tourism sales and service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving	Anticipating problems that may arise with the brochured or independently planned travel itinerary; mitigating problems by planning and booking appropriate travel itineraries that adhere to supplier conditions and agent requests; identifying and clarifying the extent of problems and requesting assistance from team members, other departments, supervisors and suppliers in solving operational or agent service issues; using predetermined policies and procedures to guide solutions to agent or supplier problems associated with the sale of wholesale tourism products.
Initiative and enterprise	Showing independence and initiative required to take a lead role in making wholesale tourism product sales, in coordinating own operational activities and providing service that meets or exceeds the agent’s expectations; identifying and discussing better ways to coordinate wholesale tourism sales and operational activities.
Planning and organising	Collecting, analysing and organising agent and customer, product and supplier information to allow for effective selling and efficient coordination of tourism product bookings; setting timelines, organising own work flow and using appropriate predetermined policies and procedures to guide the selling, quotation, booking and documentation process.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in selling tourism products; knowing own job role and responsibilities in selling and coordinating bookings for wholesale tourism products; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively servicing the needs of retail travel agents and their customers.
Learning	Knowing the structure of, networks within and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services, suppliers and distribution agents.
Technology	Understanding the operating capability of, selecting and using computer systems, software and information networks that assist in selling and coordinating bookings for wholesale tourism products.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Please note: Only the shaded units of competency are available in the Tourism and Events Curriculum Framework. HSC course requirements are outlined in Section 8.

SIT30407 Certificate III in Tourism (Visitor Information Services)

Descriptor

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales and operational skills.

Work would be undertaken in a visitor information centre where information is provided and where some planning of customers' travel and touring arrangements may take place. Centres can be stand-alone shopfront and office environments or can be attached to another facility, such as a winery or coffee shop.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in the visitor information sector of the tourism industry or for destination marketing companies who fulfil dual information and sales functions for particular tourism destinations.

Possible job titles include:

- information officer
- booking agent
- sales consultant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

QUALIFICATION RULES

To achieve a Certificate III in Tourism (Visitor Information Services), 18 units must be completed:

- all 13 core units
- 5 elective units:
 - a minimum of 3 elective units must be selected from the list below
 - the remaining 2 elective units may be selected from any endorsed Training Package
 - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
Unit codes	Unit titles
SITXADM001A	Perform office procedures
SITXCCS001A	Provide visitor information
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM004A	Communicate on the telephone
SITXOHS001A	Follow health, safety and security procedures
SITTIND001A	Develop and update tourism industry knowledge
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
BSBCM205A	Use business technology
BSBCM306A	Produce business documents

ELECTIVE UNITS	
Unit codes	Unit titles
Administration	
SITXADM003A	Write business documents
Client and Customer Service	
SIRXCCS001A	Apply point-of-sale handling procedures
Communication and Teamwork	
SITXCOM003A	Deal with conflict situations
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBADM304A	Design and develop text documents
BSBADM305A	Create and use databases
BSBADM306A	Create electronic presentations
BSBCM108A	Develop keyboard skills
BSBCM214A	Create and use simple spreadsheets
BSBEBUS302A	Use and maintain electronic mail system
BSBEBUS403A	Communicate electronically
E-Business	
BSBEBUS404A	Trade online
BSBEBUS405A	Conduct online financial transactions
BSBEBUS407A	Review and maintain the business aspects of a website
BSBEBUS408A	Implement and monitor delivery of quality customer service online

ELECTIVE UNITS (continued)	
Unit codes	Unit titles
Environmental Sustainability	
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT001A	Develop and update event industry knowledge
SITXEVT002A	Provide event staging support
SITXEVT003A	Process and monitor event registrations
SITXEVT004A	Coordinate on-site event registrations
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
BSBADM309A	Process accounts payable and receivable
Food and Beverage	
SITHFAB003A	Serve food and beverage customers
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010A	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012A	Prepare and serve espresso coffee
FDFCDSSTA	Conduct a standard product tasting
Human Resource Management	
SITXHRM001A	Coach others in job skills
Inventory	
SITXIVN001A	Receive and store stock
SITXIVN002A	Control and order stock
Languages other than English	
SITXLAN1_A	Conduct basic workplace oral communication in a language other than English
SITXLAN2_A	Conduct routine workplace oral communication in a language other than English
SITXLAN3_A	Conduct workplace oral communication in a language other than English
SITXLAN5_A	Read and write workplace information in a language other than English
Occupational Health and Safety	
SITXOHS003A	Identify hazards, and assess and control safety risks
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR004A	Coordinate marketing activities

ELECTIVE UNITS (continued)	
Unit codes	Unit titles
Merchandising	
SIRXMER001A	Merchandise products
Planning and Product Development	
SITTPPD002A	Research tourism data
SITTPPD003A	Source and package tourism products
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Tourism Sales and Operations	
SITTTSL006A	Prepare quotations
SITTTSL007A	Receive and process reservations
SITTTSL008A	Book and coordinate supplier services
SITTTSL009A	Process travel-related documentation
SITTTSL010A	Control reservations or operations using a computerised system
SITTTSL011A	Maintain a product inventory
Venue and Facility Operations	
SITTVAF002A	Provide a briefing or scripted commentary

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Information officer

SIRXMER001A Merchandise products
 SIRXSLS001A Sell products and services
 SITTTSL009A Process travel-related documentation
 SITXFIN001A Process financial transactions
 SITXMPR002A Create a promotional display or stand

Booking agent or sales consultant

SITTTSL006A Prepare quotations
 SITTTSL008A Book and coordinate supplier services
 SITTTSL009A Process travel-related documentation
 SITTTSL010A Control reservations or operations using a computerised system
 SITXFIN002A Maintain financial records

EMPLOYABILITY SKILLS SUMMARY

SIT30407 Certificate III in Tourism (Visitor Information Services)

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues, customers and tourism product suppliers to provide local or regional visitor information; interpreting verbal and written information on tourism product conditions; determining and interpreting customer preferences to sell proactively and persuasively; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers and suppliers to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving instructions and understanding own lead role in servicing information needs of the visitor and selling local or regional tourism products; supporting other team members in their role in providing quality information delivery and sales service; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of visitors to the local area or region.
Problem solving	Anticipating problems that may arise with the customer's local or regional tourism experience; mitigating problems by providing tailored information that meets customer needs; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors and local tourism operators in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or supplier problems associated with the visitor's local or regional tourism experience.
Initiative and enterprise	Showing independence and initiative required to take a lead role in making tourism product sales, and providing local or regional information that meets or exceeds customer expectations; identifying and discussing a range of tourism product and service concepts to improve existing product and service options for the visitor information centre.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient provision of tailored local or regional tourism information and effective selling and booking coordination; setting timelines, organising own work flow and using appropriate predetermined policies and procedures to guide the information provision, selling and booking processes.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in providing visitor information and selling tourism products; knowing own job role and responsibilities in providing visitor information, selling and coordinating bookings for tourism products; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively servicing the information and booking needs of visitor information centre customers.
Learning	Knowing the structure of, networks within and sources of new information on the local or regional tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and local tourism operators.
Technology	Understanding the operating capability of, selecting and using computer systems, software and information networks that assist in providing visitor information, selling and coordinating bookings for local or regional tourism products.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Please note: Only the shaded units of competency are available in the Tourism and Events Curriculum Framework. HSC course requirements are outlined in Section 8.

SIT30607 Certificate III in Events

Descriptor

This qualification provides the skills and knowledge for an individual to be competent in an administrative or operational events support role. Event organisation and management takes place across the full spectrum of business and community activity. The qualification has particular relevance in the community, cultural, hospitality, sporting and tourism sectors.

Work would be undertaken in an office environment where event planning and organisation takes place, at an event site or a combination of both.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in a range of organisations where event management takes place, and such organisations are diverse in nature. Examples include professional conference organisers, exhibition and event management companies, sporting associations, community organisations, hospitality and cultural venues.

Possible job titles include:

- event assistant
- event administrative assistant
- event operations assistant
- event operative
- conference assistant
- exhibitions assistant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

QUALIFICATION RULES

To achieve a Certificate III in Events, 15 units must be completed:

- all 5 core units
- 10 elective units which may be selected from the list below or from any endorsed Training Package.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
Unit codes	Unit titles
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXEVT001A	Develop and update event industry knowledge
SITXEVT002A	Provide event staging support
SITXOHS001A	Follow health, safety and security procedures

ELECTIVE UNITS	
Unit codes	Unit titles
Communication and Teamwork	
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBADM304A	Design and develop text documents
BSBADM306A	Create electronic presentations
BSBCMN205A	Use business technology
BSBCMN213A	Produce simple word-processed documents
BSBCMN306A	Produce business documents
Creative and Technical Production	
CUEAUD06A	Apply a general knowledge of vision systems to work activities
CUELGT05B	Record and operate standard lighting cues
CUELGT09A	Apply a general knowledge of lighting to work activities
CUEPRP02A	Research, obtain and prepare props
CUESET05B	Apply set construction techniques
CUESOU07A	Apply a general knowledge of audio to work activities
CUESTA01B	Install staging elements
CUESTA05A	Apply a general knowledge of staging to work activities
CUETGE05B	Maintain physical production elements
CUETGE15A	Handle physical elements safely during bump-in/bump-out
CUVCRS03A	Produce computer-aided drawings
Events	
SITXEVT003A	Process and monitor event registrations
SITXEVT004A	Coordinate on-site event registrations
Finance	
BSBCMN308A	Maintain financial records

ELECTIVE UNITS (continued)	
Unit codes	Unit titles
Food and Beverage	
SITHFAB002A	Operate a bar
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
Occupational Health and Safety	
SITXOHS003A	Identify hazards, and assess and control safety risks
Tourism Sales and Operations	
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL006A	Prepare quotations
SITTTSL008A	Book and coordinate supplier services
SITTTSL009A	Process travel-related documentation
SITTTSL010A	Control reservations or operations using a computerised system
Venue and Facility Operations	
SITTVAF001A	Provide venue information and assistance
CUEFOH03B	Provide seating and ticketing advice
CUEFOH04B	Usher patrons
CUEFOH08A	Process incoming customer orders
SRXFAC001B	Maintain equipment for activities
SRXFAC002B	Maintain sport and recreation facilities

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Event administrative assistant

- BSBADM306A Create electronic presentations
- BSBCMN306A Produce business documents
- SITTTSL002A Access and interpret product information
- SITTTSL006A Prepare quotations
- SITTTSL008A Book and coordinate supplier services
- SITTTSL010A Control reservations or operations using a computerised system
- SITXCOM006A Address protocol requirements
- SITXEVT003A Process and monitor event registrations
- SITXEVT004A Coordinate on-site event registrations
- SITXFIN002A Maintain financial records

Event operations assistant

BSBCM205A	Use business technology
CUEAUD03B	Operate vision systems
CUEAUD06A	Apply a general knowledge of vision systems to work activities
CUESTA01B	Install staging elements
CUESTA05A	Apply a general knowledge of staging to work activities
CUETGE05B	Maintain physical production elements
CUETGE15A	Handle physical elements safely during bump-in/bump-out
CUVCRS03A	Produce computer-aided drawings
PRSSO211A	Monitor and control individual and crowd behaviour
SITXOHS003A	Identify hazards, and assess and control safety risks

EMPLOYABILITY SKILLS SUMMARY

SIT30607 Certificate III in Events

The following table contains a summary of the employability skills required by the events industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Liaising effectively with a diverse range of customers, other team members and event suppliers; providing key on the ground operational information to supervisors and managers; using event planning documentation to establish key work activities and priorities.
Teamwork	Working as a member of event operations team; providing assistance to other team members; working out different roles and responsibilities; using the different skills within the team to maximise efficiency.
Problem solving	Anticipating and responding to typical event operational problems; using other people and event procedures and systems to help avoid or respond effectively to problems.
Initiative and enterprise	Identifying and suggesting better and different ways of addressing operational issues; keeping up to date with industry trends and practices; being able to adapt to changing operational circumstances.
Planning and organising	Understanding the broad context in which different types of events take place; interpreting event documentation and plans; providing feedback and input into ways to improve future event operations.
Self-management	Understanding overall context for event operations and different roles of event staff and stakeholders; being aware of risk management, safety and other legal issues that impact on event operations.
Learning	Knowing and using opportunities to maintain currency of industry knowledge; sharing industry information with colleagues.
Technology	Working with and understanding the broad features of a range of different technologies used in event operations; choosing the best equipment for the job at hand based on knowledge of the various options.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the events industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Table 8 Status of units of competency from the Tourism and Events HSC courses for Certificate II in Tourism and Certificates III in Tourism and Tourism (Retail Travel Sales)

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours	Tourism and Events Curriculum Framework	Certificate II in Tourism	Certificate III in Tourism	Certificate III in Tourism (Retail Travel Sales) *
<i>Qualification packaging rules</i>					- 4 core - 7 electives (min 3 listed)	- 5 core - 10 electives (min 6 listed)	- 16 core - 6 electives*: domestic international
SITTIND001A	Develop and update tourism industry knowledge	Nil	20	compulsory (120 & 240)	core	core	core
SITTSL004A	Source and provide Australian destination information and advice	Nil	25	compulsory (240) elective (120)	listed elective	listed elective	core
SITXADM001A	Perform office procedures	Nil	15	compulsory (240) elective (120)	listed elective	listed elective	core
SITXCOM001A	Work with colleagues and customers	Nil	15	compulsory (120 & 240)	core	core	core
SITXCOM002A	Work in a socially diverse environment	Nil	10	compulsory (240) elective (120)	core	core	core
SITXENV001A	Participate in environmentally sustainable work practices	Nil	15	compulsory (240) elective (120)	listed elective	other elective	other elective
SITXOHS001A	Follow health, safety and security procedures	Nil	10	compulsory (120 & 240)	core	core	core
SITTSL001A	Operate an online information system	Nil	15	compulsory (240) elective (120 & SS)	listed elective	listed elective	core
SITTSL002A	Access and interpret product information	Nil	20	T stream (240) elective (120, 240 & SS)	listed elective	listed elective	core

* see packaging rules for further specific details for this qualification (pp 56–61)

Table 8 cont/d

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours	Tourism and Events Curriculum Framework	Certificate II in Tourism	Certificate III in Tourism	Certificate III in Tourism (Retail Travel Sales) *
SITTTSL005A	Sell tourism products and services	SITTTSL002A	20	T stream (240) elective (120, 240 & SS)	other elective	listed elective	core
SITTTSL006A	Prepare quotations	SITTTSL002A	15	T stream (240) elective (120, 240 & SS)	other elective	listed elective	core
SITXEVT001A	Develop and update event industry knowledge	Nil	20	E stream (240) elective (120, 240 & SS)	other elective	listed elective	general elective
SITXEVT003A	Process and monitor event registrations	Nil	15	E stream (240) elective (120, 240 & SS)	listed elective	listed elective	general elective
SITXEVT004A	Coordinate on-site event registrations	Nil	15	E stream (240) elective (120, 240 & SS)	other elective	listed elective	general elective
BSBEBUS401A	Conduct online research	Nil	10	elective (120, 240 & SS)	other elective	listed elective	other elective
SITXADM002A	Source and present information	Nil	10	elective (120, 240 & SS)	listed elective	listed elective	other elective
SIRXCCS001A	Apply point-of-sale handling procedures	Nil	20	elective (120, 240 & SS)	listed elective	listed elective	other elective
SITXCCS001A	Provide visitor information	Nil	15	elective (120, 240 & SS)	listed elective	core	other elective
SITXCOM003A	Deal with conflict situations	Nil	15	elective (120, 240 & SS)	other elective	listed elective	general elective
SITXCOM004A	Communicate on the telephone	Nil	5	elective (120, 240 & SS)	listed elective	listed elective	core
SITXCOM006A	Address protocol requirements	Nil	15	elective (120, 240 & SS)	other elective	other elective	other elective

* see packaging rules for further specific details for this qualification (pp 56–61)

Table 8 cont/d

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours	Tourism and Events Curriculum Framework	Certificate II in Tourism	Certificate III in Tourism	Certificate III in Tourism (Retail Travel Sales)*
TDTE597B	Carry out basic workplace calculations	Nil	5	elective (120, 240 & SS)	other elective	other elective	other elective
BSBADM306A	Create electronic presentations	Nil	20	elective (120, 240 & SS)	other elective	listed elective	general elective
BSBCMN108A	Develop keyboard skills	Nil	15	elective (120, 240 & SS)	listed elective	listed elective	general elective
BSBCMN205A	Use business technology	Nil	15	elective (120, 240 & SS)	listed elective	listed elective	core
BSBCMN213A	Produce simple word-processed documents	Nil	20	elective (120, 240 & SS)	listed elective	listed elective	other elective
BSBCMN214A	Create and use simple spreadsheets	Nil	15	elective (120, 240 & SS)	listed elective	listed elective	general elective
BSBCMN306A	Produce business documents	Nil	25	elective (120, 240 & SS)	other elective	listed elective	core
BSBEBUS302A	Use and maintain electronic mail system	Nil	10	elective (120, 240 & SS)	other elective	other elective	general elective
BSBEBUS403A	Communicate electronically	Nil	15	elective (120, 240 & SS)	other elective	listed elective	general elective
CUETGE15A	Handle physical elements safely during bump in/bump out	Nil	20	elective (120, 240 & SS)	other elective	other elective	other elective
SITXEVT002A	Provide event staging support	Nil	20	elective (120, 240 & SS)	other elective	listed elective	general elective
SITXFIN001A	Process financial transactions	Nil	15	elective (120, 240 & SS)	listed elective	listed elective	general elective
HLTFA301B	Apply first aid	Nil	20	elective (120, 240 & SS)	listed elective	listed elective	other elective

* see packaging rules for further specific details for this qualification (pp 56–61)

Table 8 cont/d

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours	Tourism and Events Curriculum Framework	Certificate II in Tourism	Certificate III in Tourism	Certificate III in Tourism (Retail Travel Sales)*
SITTGDE008A	Research and share general information on Australian Indigenous cultures	Nil	25	elective (120, 240 & SS)	listed elective	listed elective	other elective
SITTGDE009A	Interpret aspects of local Australian Indigenous culture	Nil	25	elective (120, 240 & SS)	listed elective	listed elective	other elective
SITXINV001A	Receive and store stock	Nil	10	elective (120, 240 & SS)	listed elective	listed elective	other elective
SIRXMER001A	Merchandise products	Nil	20	elective (120, 240 & SS)	other elective	listed elective	other elective
SITTPPD003A	Source and package tourism products	SITTTSL006A	20	elective (120, 240 & SS)	other elective	other elective	general elective
PRSSO217A	Provide lost and found facility	Nil	5	elective (120, 240 & SS)	other elective	listed elective	other elective
SIRXRSK001A	Minimise theft	Nil	10	elective (120, 240 & SS)	listed elective	listed elective	other elective
SIRXSL001A	Sell products and services	Nil	15	elective (120, 240 & SS)	listed elective	listed elective	other elective
SIRXSL002A	Advise on products and services	Nil	20	elective (120, 240 & SS)	listed elective	listed elective	other elective
SITTTSL003A	Source and provide international destination information and advice	Nil	30	elective (120, 240 & SS)	listed elective	listed elective	compulsory elective (int'l) general elective (domestic)
SITTTSL007A	Receive and process reservations	Nil	25	elective (120, 240 & SS)	listed elective	listed elective	general elective
SITTTSL008A	Book and coordinate supplier services	SITTTSL002A	10	elective (120, 240 & SS)	other elective	listed elective	core

* see packaging rules for further specific details for this qualification (pp 56–61)

Table 8 cont/d

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours	Tourism and Events Curriculum Framework	Certificate II in Tourism	Certificate III in Tourism	Certificate III in Tourism (Retail Travel Sales) *
SITTTSL009A	Process travel-related documentation	SITTTSL002A	25	elective (120, 240 & SS)	listed elective	listed elective	core
CUEFOH04B	Usher patrons	Nil	10	elective (120, 240 & SS)	other elective	other elective	other elective
SITTVAF001A	Provide venue information and assistance	Nil	15	elective (120, 240 & SS)	other elective	other elective	other elective
SITTVAF002A	Provide a briefing or scripted commentary	Nil	10	elective (120, 240 & SS)	listed elective	listed elective	other elective

* see packaging rules for further specific details for this qualification (pp 56–61)

Table 9 Status of units of competency from the Tourism and Events HSC courses for Certificates III in Tourism (Tour Wholesaling), Tourism (Visitor Information Services) and Events

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours	Tourism and Events Curriculum Framework	Certificate III in Tourism (Tour Wholesaling)	Certificate III in Tourism (Visitor Information Services)	Certificate III in Events
<i>Qualification packaging rules</i>					- 15 core - 1 specialis'n A or B - 3 electives (min 2 listed)	- 13 core - 5 electives (min 3 listed)	- 5 core - 10 electives
SITTIND001A	Develop and update tourism industry knowledge	Nil	20	compulsory (120 & 240)	core	core	other elective
SITTTSL004A	Source and provide Australian destination information and advice	Nil	25	compulsory (240) elective (120)	specialisation B listed elective	core	listed elective
SITXADM001A	Perform office procedures	Nil	15	compulsory (240) elective (120)	core	core	other elective
SITXCOM001A	Work with colleagues and customers	Nil	15	compulsory (120 & 240)	core	core	core
SITXCOM002A	Work in a socially diverse environment	Nil	10	compulsory (240) elective (120)	core	core	core
SITXENV001A	Participate in environmentally sustainable work practices	Nil	15	compulsory (240) elective (120)	other elective	other elective	other elective
SITXOHS001A	Follow health, safety and security procedures	Nil	10	compulsory (120 & 240)	core	core	core
SITTTSL001A	Operate an online information system	Nil	15	compulsory (240) elective (120 & SS)	core	core	listed elective
SITTTSL002A	Access and interpret product information	Nil	20	T stream (240) elective (120, 240 & SS)	core	core	listed elective
SITTTSL005A	Sell tourism products and services	SITTTSL002A	20	T stream (240) elective (120, 240 & SS)	core	core	other elective
SITTTSL006A	Prepare quotations	SITTTSL002A	15	T stream (240) elective (120, 240 & SS)	core	listed elective	listed elective

Table 9 cont/d

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours	Tourism and Events Curriculum Framework	Certificate III in Tourism (Tour Wholesaling)	Certificate III in Tourism (Visitor Information Services)	Certificate III in Events
SITXEVT001A	Develop and update event industry knowledge	Nil	20	E stream (240) elective (120, 240 & SS)	listed elective	listed elective	core
SITXEVT003A	Process and monitor event registrations	Nil	15	E stream (240) elective (120, 240 & SS)	listed elective	listed elective	listed elective
SITXEVT004A	Coordinate on-site event registrations	Nil	15	E stream (240) elective (120, 240 & SS)	listed elective	listed elective	listed elective
BSBEBUS401A	Conduct online research	Nil	10	elective (120, 240 & SS)	other elective	other elective	other elective
SITXADM002A	Source and present information	Nil	10	elective (120, 240 & SS)	listed elective	other elective	other elective
SIRXCCS001A	Apply point-of-sale handling procedures	Nil	20	elective (120, 240 & SS)	other elective	listed elective	other elective
SITXCCS001A	Provide visitor information	Nil	15	elective (120, 240 & SS)	other elective	core	other elective
SITXCOM003A	Deal with conflict situations	Nil	15	elective (120, 240 & SS)	listed elective	listed elective	other elective
SITXCOM004A	Communicate on the telephone	Nil	5	elective (120, 240 & SS)	core	core	other elective
SITXCOM006A	Address protocol requirements	Nil	15	elective (120, 240 & SS)	listed elective	listed elective	listed elective
TDTE597B	Carry out basic workplace calculations	Nil	5	elective (120, 240 & SS)	other elective	other elective	other elective
BSBADM306A	Create electronic presentations	Nil	20	elective (120, 240 & SS)	listed elective	listed elective	listed elective

Table 9 cont/d

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours	Tourism and Events Curriculum Framework	Certificate III in Tourism (Wholesaling)	Certificate III in Tourism (Visitor Information Services)	Certificate III in Events
BSBCM108A	Develop keyboard skills	Nil	15	elective (120, 240 & SS)	listed elective	listed elective	other elective
BSBCM205A	Use business technology	Nil	15	elective (120, 240 & SS)	core	core	listed elective
BSBCM213A	Produce simple word-processed documents	Nil	20	elective (120, 240 & SS)	other elective	other elective	listed elective
BSBCM214A	Create and use simple spreadsheets	Nil	15	elective (120, 240 & SS)	listed elective	listed elective	other elective
BSBCM306A	Produce business documents	Nil	25	elective (120, 240 & SS)	core	core	listed elective
BSBEBUS302A	Use and maintain electronic mail system	Nil	10	elective (120, 240 & SS)	listed elective	listed elective	other elective
BSBEBUS403A	Communicate electronically	Nil	15	elective (120, 240 & SS)	listed elective	listed elective	other elective
CUETGE15A	Handle physical elements safely during bump in/bump out	Nil	20	elective (120, 240 & SS)	other elective	other elective	listed elective
SITXEVT002A	Provide event staging support	Nil	20	elective (120, 240 & SS)	listed elective	listed elective	core
SITXFIN001A	Process financial transactions	Nil	15	elective (120, 240 & SS)	listed elective	listed elective	other elective
HLTFA301B	Apply first aid	Nil	20	elective (120, 240 & SS)	other elective	other elective	other elective
SITTGDE008A	Research and share general information on Australian Indigenous cultures	Nil	25	elective (120, 240 & SS)	other elective	other elective	other elective
SITTGDE009A	Interpret aspects of local Australian Indigenous culture	Nil	25	elective (120, 240 & SS)	other elective	other elective	other elective
SITXINV001A	Receive and store stock	Nil	10	elective (120, 240 & SS)	other elective	listed elective	other elective

Table 9 cont/d

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours	Tourism and Events Curriculum Framework	Certificate III in Tourism (Tour Wholesaling)	Certificate III in Tourism (Visitor Information Services)	Certificate III in Events
SIRXMER001A	Merchandise products	Nil	20	elective (120, 240 & SS)	other elective	listed elective	other elective
SITTPPD003A	Source and package tourism products	SITTTSL006A	20	elective (120, 240 & SS)	listed elective	listed elective	other elective
PRSSO217A	Provide lost and found facility	Nil	5	elective (120, 240 & SS)	other elective	other elective	other elective
SIRXRSK001A	Minimise theft	Nil	10	elective (120, 240 & SS)	other elective	other elective	other elective
SIRXSLS001A	Sell products and services	Nil	15	elective (120, 240 & SS)	other elective	listed elective	other elective
SIRXSLS002A	Advise on products and services	Nil	20	elective (120, 240 & SS)	other elective	listed elective	other elective
SITTTSL003A	Source and provide international destination information and advice	Nil	30	elective (120, 240 & SS)	specialisation A listed elective	other elective	other elective
SITTTSL007A	Receive and process reservations	Nil	25	elective (120, 240 & SS)	listed elective	listed elective	other elective
SITTTSL008A	Book and coordinate supplier services	SITTTSL002A	10	elective (120, 240 & SS)	core	listed elective	listed elective
SITTTSL009A	Process travel-related documentation	SITTTSL002A	25	elective (120, 240 & SS)	core	listed elective	listed elective
CUEFOH04B	Usher patrons	Nil	10	elective (120, 240 & SS)	other elective	other elective	listed elective
SITTVAF001A	Provide venue information and assistance	Nil	15	elective (120, 240 & SS)	other elective	other elective	other elective
SITTVAF002A	Provide a briefing or scripted commentary	Nil	10	elective (120, 240 & SS)	other elective	listed elective	other elective

16 Glossary

AQF	Australian Qualifications Framework The AQF is the policy framework that defines all qualifications recognised nationally in post-compulsory education and training in Australia. The AQF comprises titles and guidelines that define each qualification, as well as the principles and protocols covering cross-sectoral qualification links and the issuing of qualifications and statements of attainment.
AQTF	Australian Quality Training Framework The AQTF is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia’s vocational education and training system. AQTF 2007 is the current version of the framework effective from 1 July 2007.
assessment guidelines	An endorsed component of a Training Package which underpins assessment and which sets out the industry approach to valid, reliable, flexible and fair assessment.
Australian Apprenticeships	Formerly known as ‘New Apprenticeships’. Australian Apprenticeships encompass all apprenticeships and traineeships. They combine time at work with training and can be full-time, part-time or school-based. (www.australianapprenticeships.gov.au)
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
competency	The broad concept of industry competency concerns the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency requires the application of specified skills, knowledge and attitudes relevant to effective participation in an industry, industry sector or enterprise.
competency standard	Competency standards in Training Packages are determined by industry to meet identified industry skill needs. Competency standards are made up of a number of units of competency each of which describes a key function or role in a particular job function or occupation. Each unit of competency within a Training Package is linked to one or more AQF qualification.
compulsory units of competency	Units that must be studied for the Higher School Certificate.
core units of competency	Units of competency required by the Training Package to be eligible for the AQF VET qualification.
DEEWR	Department of Education, Employment and Workplace Relations (Commonwealth)
elements of competency	The basic building blocks of a unit of competency which describe the key activities or elements of the work covered by the unit.

examinable units of competency	Units of competency that can be examined in the optional HSC examination.
ICFIP	Industry Curriculum Framework Information Package A document produced by the school system authorities to provide schools with information on teacher qualifications and resource requirements that must be adhered to for the delivery of vocational courses. It also includes quality assurance checklists that must be completed each year to demonstrate compliance with the Australian Quality Training Framework.
Industry Skills Councils (national)	The Industry Skills Councils have two key roles: <ul style="list-style-type: none">• providing accurate industry intelligence to the VET sector about current and future skill needs and training requirements; and• supporting the development, implementation and continuous improvement of quality nationally recognised training products and services, including Training Packages.
ITAB (state)	Industry Training Advisory Body Independent incorporated associations or companies that assist with the development of training.
national recognition	National recognition is: <ul style="list-style-type: none">• recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person• recognition by each state and territory’s registering body of the training organisations registered by any other state or territory’s registering body and of its registration decisions• recognition by all state and territory course-accrediting bodies and registering bodies of the courses accredited by each state or territory’s course-accrediting body and of its accreditation decisions.
NTIS	National Training Information Service The national register for recording information about RTOs, Training Packages and accredited courses. (www.ntis.gov.au)
OHS	Occupational Health and Safety
QRRRC	Qualifications, Recognition and Resource Requirements Committee The QRRRC: <ul style="list-style-type: none">• determines the teacher qualifications and resource requirements for the delivery of VET courses in NSW schools• has responsibility for recognising teacher qualifications and recommending appropriate professional development for VET teachers• includes representatives from the school systems, industry, TAFE NSW and the Office of the Board of Studies.

qualification	<p>Formal certification in the VET sector by an RTO that a person has satisfied all requirements of the units of competency or modules that comprise an AQF qualification, as specified by:</p> <ul style="list-style-type: none"> • a nationally endorsed Training Package, or • an accredited course that provides training for the qualification.
recognition of prior learning (RPL)	<p>An assessment process that assesses an individual’s non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.</p>
RTO	<p>Registered Training Organisation A training organisation registered by a registering body in accordance with the AQTF, within a defined scope of registration (RTOs include TAFE NSW, private providers and schools.).</p>
scope of registration	<p>The particular services and products an RTO is registered to provide. The RTO’s scope defines the specific AQF qualifications, units of competency and accredited courses it is registered to provide, and whether it is registered to provide:</p> <ul style="list-style-type: none"> • both training delivery and assessment services, and to issue the relevant AQF qualifications and statements of attainment, or • only assessment services, and to issue AQF qualifications and statements of attainment.
Statement of Attainment	<p>May be issued in the vocational education and training sector by a Registered Training Organisation when an individual has completed one or more units of competency from nationally recognised qualifications(s)/ courses(s).</p>
Training Package	<p>A nationally endorsed, integrated set of competency standards, assessment guidelines and AQF qualifications for a specific industry, industry sector or enterprise.</p>
training plan	<p>A documented program of training and assessment required for an apprenticeship/traineeship training contract. It is developed by an RTO in consultation with the parties to the contract as the basis for training and assessing a person undertaking an apprenticeship or traineeship.</p>
unit of competency	<p>Specification of industry knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.</p>
VET	<p>Vocational Education and Training</p>
VETAB	<p>The Vocational Education and Training Accreditation Board</p>
VTO	<p>Vocational Training Order</p>