



## TOURISM



### SIT20122 Certificate II in Tourism

#### About this course

This qualification is designed for Year 10 and 11 students who are currently at school and want to gain an introduction to the exciting and dynamic tourism industry through a CareerLink program.

You will learn a range of foundational skills needed to assist in tourism operations and customer service roles. This course provides hands-on experience and industry insights into how tourism services are delivered, from planning and booking through to customer engagement and on-the-day operations, all under the supervision of experienced professionals.

The tourism industry is broad and offers career opportunities in areas such as travel agencies, visitor information centres, tour guiding, attractions, and accommodation services. Through this qualification, you'll begin to understand industry expectations, build confidence in communication and service delivery, and explore different tourism environments.

You could find yourself working in a variety of tourism settings such as:

- Tourism information centres
- Tour booking offices
- Cultural or heritage attractions
- Theme parks
- Travel and tour agencies
- Hotels and resorts

This course prepares you for entry-level roles such as:

- Tourism Assistant
- Visitor Information Officer (Trainee level)
- Booking Assistant
- Tour Desk Attendant
- Tourism Support Officer
- Front Office Assistant (Accommodation Services)
- Guest Services Attendant

#### Pathways

SIT30122 Certificate III in Tourism

SIT50116 Diploma of Travel and Tourism Management

#### Location

North Metropolitan TAFE – Perth campus | 25 Aberdeen Street, Perth WA 6000

#### Informed choices - is this course right for me?

I have the following attributes:

- Enjoy interacting with people
- Patient and tactful
- Understanding and acceptance of different cultures
- Able to think logically
- Good interpersonal skills
- Good problem-solving skills

#### Day and time

This course is 4 terms (34 weeks) in duration and covers a total of 11 units, run on Tuesdays 9:00am to 3:30pm.

#### Dress Requirements

- Black polo shirt with NMTafe Tourism logo
- Black Pants
- Enclosed shoes for offsite work experience and site visits
- (Flyer to be provided)

#### Other requirements

- Students must bring writing materials for theory classes
- Own laptop device is preferred



## TOURISM

The combination of these units will provide you with essential customer service and tourism industry skills, including how to interact professionally with visitors, advise on products and services, and present accurate, engaging information.

You'll develop strong capabilities in delivering visitor assistance, handling accommodation and lost property services, and providing clear briefings or commentaries.

The training also includes a focus on cultural sensitivity, workplace safety, and sourcing up-to-date industry information. These units are designed to equip you for a front-line role in tourism, travel, or visitor services, with a strong foundation in both communication and operational knowledge.

### Student responsibilities

Please refer to the leaflet provided at the course commencement which outlines policies in relation to access, minimum dress standards, use of personal protective equipment, and compliance with safety signs, smoking, behaviour and visitors.

All students must attend the orientation for detailed information.

Core units		Code
SITXCCS011	Interact with customers	OEA24
SITXWHS005	Participate in safe work practices	OEC43
SITXCCS009	Provide customer information and assistance OEA25	OEA25
SITXCOM007	Show social and cultural sensitivity	OEB22
SITTIND003	Source and use information on the tourism and travel industry	OEC53

Elective units		Code
SITXPDK001	Advise on products and services	AWX02
SITXCOM006	Source and present information	OEB19
SITHACS016	Provide accommodation reception services	OEC49
SITXCCS012	Provide lost and found services	OEC50
SITXCOM008	Provide a briefing or scripted commentary	ODZ85
SITXCCS010	Provide visitor information	OEC52

### Contact

For further information please contact:

**Jeff Fullelove**

CareerLink Program Coordinator

**M** 0417 392 343

**E** [Jeff.Fullelove@careerlink.net.au](mailto:Jeff.Fullelove@careerlink.net.au)