SIT30116 - CERTIFICATE III IN TOURISM
ABOUT THE COURSE

Do you want to develop practical skills to get into the sales, service or operations areas of tourism?

Then SIT30116 - Certificate III in Tourism is a nationally recognised industry qualification held in high regard by the travel and tourism industry, employers and other tourism professionals.

Whether you’re working outdoors in the field, or in an office environment, this highly practical course will improve your career possibilities in a rapidly developing sector of the Australian economy.

There are 15 units of competency, with assessment tasks that include a combination of written tasks, theory questions, role plays and workplace scenarios.

“\text{I could work at night, or first thing in the morning whatever suited my day}”

\text{BUSINESS ADMINISTRATION STUDENT AND SHEEP STATION MANAGER}
ENTRY REQUIREMENTS

There are no pre-requisites or entry requirements for this course.

MINIMUM AGE

Minimum age of 16 years. If you are under 18 your application must be signed by a parent and guardian.

ENGLISH LANGUAGE REQUIREMENTS

If English is not your First language and you did not complete the last two years of secondary education in English, you are required to provide evidence of English language competency before enrolling into the course.

Examples of appropriate evidence are listed below:

<table>
<thead>
<tr>
<th>EVIDENCE</th>
<th>EXAMPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>IELTS</td>
<td>Overall score of 5.5</td>
</tr>
<tr>
<td>TOEFL</td>
<td>530 (paper), 197 (computer) or 71 (internet)</td>
</tr>
<tr>
<td>Evidence of 12 months in English-speaking employment</td>
<td>Testimonial or statutory declaration</td>
</tr>
</tbody>
</table>

FEES

How much is the course?*
Fee for service - people not eligible for government subsidies: $3,950

NSW Government: subsidised prices (Smart and Skilled)

- First qualification: $2,130
- Second qualification: $2,550
- Traineeship (new entrants only): $1,000
- Concession: $240
- Exemption: $0

* Your government subsidised fee and your eligibility for concessions, exemptions and scholarships, are all calculated and confirmed during the enrolment process.

Call us on 1300 823 366 for further information and advice.
You will need access to a computer and the internet to complete this course. Minimum specifications for your computer are:

- Microsoft Windows 7 or later or Mac OS X or above
- Microsoft Office (free download for TAFE NSW enrolled students)
- Up-to-date internet browser

You may also need access to a printer and the following applications:
- Adobe Acrobat Reader (free download)
- Adobe Flash Player (free download)

**Course timeframe and commitment**

We suggest you aim to complete the SIT30116 - Certificate III in Tourism over 18 months. This course will take around 6 hours a week of study based on 72 weeks of participation. If you have industry, experience and knowledge may find you complete more rapidly.

As you are studying flexibly, this is a guide only and if you feel you are unable to complete within this timeframe, please discuss with your teacher.

**Delivery mode**

The SIT30116 - Certificate III in Tourism is offered through TAFE Digital and delivery is online which involves training and assessment using web-based materials where you are supported and guided in your learning by teachers with interaction by email, phone calls, forums and chat groups. You also have access to support services.
INDIVIDUAL LEARNING PLAN

An Individual Learning Plan will be developed in consultation with you, your employer (if applicable) and TAFE Digital.

Your Individual Learning Plan will include the units/modules to be completed, the method of assessment and the learning and assessment timeframes. You will also be provided with a copy of your Individual Learning Plan.

UNITS AND ASSESSMENT METHODS

Listed below are the units you will be required to successfully complete to achieve this qualification. This also provides information on how each unit will be assessed.

There are 15 units of competency, which are a combination of written tasks, theory questions, role plays and workplace scenarios.

For more information on the units of competency below visit http://training.gov.au

CORE UNITS

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
<th>Assessment Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>SITXCS006</td>
<td>Provide service to customers</td>
<td>Short answer questions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Written task</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Role play</td>
</tr>
<tr>
<td>SITXCOM002</td>
<td>Show social and cultural sensitivity</td>
<td>Short answer questions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Role play</td>
</tr>
<tr>
<td>SITXWHS001</td>
<td>Participate in safe work practices</td>
<td>Short answer questions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Report</td>
</tr>
<tr>
<td>SITTIND001</td>
<td>Source and use information on the tourism and travel industry</td>
<td>Written task</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Short answer questions</td>
</tr>
<tr>
<td>Unit Code</td>
<td>Unit Title</td>
<td>Assessment Methods</td>
</tr>
<tr>
<td>--------------</td>
<td>------------------------------------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>SITTTSL001</td>
<td>Operate an online information system</td>
<td>Short answer questions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Report</td>
</tr>
<tr>
<td>SITTTSL002</td>
<td>Access and interpret product information</td>
<td>Short answer questions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Portfolio</td>
</tr>
<tr>
<td>SITTTSL004</td>
<td>Provide advice on Australian destinations</td>
<td>Short answer questions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Portfolio</td>
</tr>
<tr>
<td>SITTTSL003</td>
<td>Provide advice on international destination</td>
<td>Short answer questions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Portfolio</td>
</tr>
<tr>
<td>SITTTSL005</td>
<td>Sell tourism products and services</td>
<td>Short answer questions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Role play</td>
</tr>
<tr>
<td>SITTTSL006</td>
<td>Prepare quotations</td>
<td>Short answer questions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Portfolio</td>
</tr>
<tr>
<td>SITTTSL008</td>
<td>Book supplier products and service</td>
<td>Short answer questions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Portfolio</td>
</tr>
<tr>
<td>SITTTSL009</td>
<td>Process travel-related documentation</td>
<td>Short answer questions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Portfolio</td>
</tr>
<tr>
<td>BSBSUS201</td>
<td>Participate in environmentally sustainable work practices</td>
<td>Short answer questions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Written task</td>
</tr>
<tr>
<td>BSBWOR203</td>
<td>Work effectively with others</td>
<td>Short answer questions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Written task</td>
</tr>
<tr>
<td>SITXHRM001</td>
<td>Coach others in job skills</td>
<td>Short answer questions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Portfolio</td>
</tr>
</tbody>
</table>
ASSESSMENT OVERVIEW

- This qualification is ungraded. When you finish this course you will receive a qualification which shows your level of achievement as Competent.

- Every assessment event must be successfully completed in order to demonstrate competence in each unit.

- If you do not successfully complete an assessment event you will be given the opportunity to undertake another assessment at another time. Only two (2) attempts may be made on each individual assessment event within your current enrolment. If you experience difficulties please negotiate with your teacher.

- You will receive feedback on each assessment within 5 working days.

- If you want to view your unit results at any time, your teacher can provide you with instructions on how to access your student record via student e-Services.

- All TAFE students are eligible to apply for Recognition of Prior Learning (RPL).

- If you have a permanent or temporary condition that may prevent you successfully completing the assessment task(s) you should immediately talk with your teacher about ‘reasonable adjustment’. This is the adjustment of the way you are assessed to take into account your condition however the assessment criteria cannot be altered.

- If you do not agree with the result given for your assessment task, you may appeal the assessment decision. You should first discuss the assessment result with your teacher.

- For more information on assessment, refer to ‘Every Student’s Guide to Assessment in TAFE NSW.’

PLAGIARISM

Whatever the form of assessment, it is essential that the work you are assessed on is your own. All students should be aware that penalties will be imposed for students found cheating in an assessment. Cheating can take different forms. For example, it may be copying or using the work, writing, drawings or photographs created by other people and passing them off as your own. You must make it clear if you are quoting or using other people’s work.

Where you are working in a team with other students on a joint assessment task, your teacher will explain how your own contribution will be assessed.
RECOGNITION OF PRIOR LEARNING

All students in TAFE NSW are entitled to apply for recognition in the course or qualification in which they are currently enrolled. It is recommended that the application for recognition be made as soon as possible after enrolment.

The aim of granting recognition is to reduce the amount of learning required to achieve a qualification or accredited course by acknowledging an individual’s skills and knowledge acquired through formal and informal learning.

Students enrolled in a government subsidised qualification or accredited course can apply for recognition in that qualification at no additional charge and, under NSW Smart and Skilled may be eligible for a reduced student fee based on recognition granted.

For more information click here or discuss with your Course Coordinator.

GETTING THE MOST OUT OF YOUR COURSE

Online learning is best suited to people who are self-starters and really want to learn to improve their career prospects. Just because you don’t have to leave your home or workplace, the online learning isn’t necessarily easier than classroom learning, it’s just different.

To help overcome these barriers, we would strongly encourage you to:

- **Seek support** from course facilitators, friends, family or workmates in supporting you in your study goals.

- **Set aside regular times for** online learning and study each week. Try not to deviate from these set times.

- **Set clear goals** on what you want to achieve, by when, to ensure you achieve your course outcomes.

- **Engage in the Course Forum.** The Course Forum in your course enables you to engage with your facilitator and fellow students. It is an important opportunity to share your learning experiences and reflect on the course materials. By actively participating in the Course Forum, you will become part of the virtual community. This acts as an important support network as you progress in your studies.

- **FAQs.** Frequently asked questions are available within each course and unit area.
The SIT30116 - Certificate III in Tourism course can be both academically and personally challenging. Learner support is available to assist you with academic writing and referencing, time management, study plans, general study tips and goal setting.

**Counselling and Support services**

At TAFE Digital you are more than just a number to us. We provide a [Counselling and Career Services](https://tavedigital.edu.au) website developed by professional counselling and careers staff with comprehensive information and resources to help you with your study, career development or personal issues. Access to online services means there is a wealth of personal, health and study information at your fingertips.

**Tutoring Assistance**

Stuck writing an assignment or general course work? Get unstuck with Studiosity.

When you have a writing, grammar, research, referencing or other study question, sign in at [https://studiosity.com/connect/users](https://studiosity.com/connect/users) - use your DEC username, the same user name as you use to sign into TAFE Digital.

Real-life, on-demand experts will help you with your question. You can even get help with essential bridging knowledge for maths, science and business studies.

You can also share a file in real-time for feedback on your writing or to discuss tables, diagrams and charts.

**Smart Study Guide**

This resource is for students at TAFE NSW. It is a referencing guide adapted from the Harvard referencing style. The Smart Study Guide aims to help you succeed in your course and achieve your goals. This guide includes useful tips to develop your skills in time management, researching, note taking and referencing. [Download your free guide](https://tavedigital.edu.au)

**Library Services**

TAFE Digital’s full library services are just a click away, whether you are studying near a campus or far away.
BEFORE YOU ENROL

All students participating in Nationally Recognised Training in Australia need to have a Unique Student Identifier, or USI.

How to get a USI

It is free and easy for you to create your own USI online at usi.gov.au. Your local Customer Service office can also provide further information and assistance. If you already have your USI you can enrol with TAFE Digital.

For more information on the USI click here

HOW TO ENROL

Enrolling with TAFE Digital is easy!

Enrol online today by visiting our website at TAFEDIGITAL.EDU.AU and select your enrolment method from the options available.

Enrol by phone. Just call one of our TAFE Digital Customer Service Staff on 1300 823 366

Email study@TAFE_Digital.com.au and our friendly customer help team will contact you to finalise your enrolment.