

SIT30112 Certificate III in Tourism

A practical course with a focus on tourism sales and office operations. Learn how to provide travel advice, prepare quotations and process bookings. The course includes intensive training on Galileo, one of the tourism industry's most widely-used reservation systems.

Career opportunities

Possible job titles include sales consultant, operations or reservations sales agent for a tour operator, booking agent, inbound tour coordinator.

Course duration and class times

1 academic year (4 terms of 9 weeks each). Choose from morning or evening classes.

SIT50112 Diploma of Travel and Tourism

Prepare for a management career in the tourism industry. As a graduate, you'll possess a broad range of industry-specific operational and managerial skills. Areas of focus include human resources, finance and more. Intensive training in domestic and international fares and ticketing included.

Career opportunities

A departmental or small business manager in any sector of the tourism and travel industry. Possible job titles include retail travel agency manager, reservations manager, sales manager, tour operations manager, inbound groups manager.

Course duration and class times

1 academic year (4 terms of 9 weeks each). Choose from morning or evening classes.

SIT60112 Advanced Diploma of Travel and Tourism

Designed for those seeking senior management roles in the tourism industry. You'll gain extensive industry knowledge, wide-ranging managerial skills and the ability to make effective strategic decisions. Areas of focus include product development, international marketing and more.

Career opportunities

Senior management roles in any sector of the travel and tourism industry. Possible job titles include general manager, general manager (marketing), general manager (product development), business development manager, business operations manager.

Course duration and class times

1 academic year (4 terms of 9 weeks each). Choose from morning or evening classes.

Prepare for **exciting roles** in travel agencies, tour companies, tourist attractions, cultural and heritage sites, information centres, tourist venues and destinations

course content

SIT30112 Certificate III in Tourism

- SITTTSL201 Operate an online information system
- SITTTSL308 Use a computer reservations or operations system
- SITTTSL202 Access and interpret product information
- SITTIND201 Source and use information on the tourism and travel industry
- SITTTSL302 Provide advice on Australian destinations
- SITTTSL303 Sell tourism products and services
- SITTTSL304 Prepare quotations
- SITTTSL305 Process reservations
- SITTTSL306 Book supplier services
- SITTTSL307 Process travel-related documentation
- SITXCCS303 Provide service to customers
- SITXCCS201 Provide visitor information
- SITXCOM201 Show social and cultural sensitivity
- BSBCMM201A Communicate in the workplace
- SITXWHS101 Participate in safe work practices

SIT50112 Diploma of Travel and Tourism

- SITXMPR403 Plan and implement sales activities
- SITXCCS501 Manage quality customer service
- SITXCOM401 Manage conflict
- SITXFIN401 Interpret financial information
- SITXFIN501 Prepare and monitor budgets
- SITXFIN402 Manage finances within a budget
- BSBWRT401A Write complex documents
- SITXHRM402 Lead and manage people
- SITXMG401 Monitor work operations
- SITXMG501 Establish and conduct business relationships
- SITXWHS401 Implement and monitor work health and safety practices
- SITXHRM501 Recruit, select and induct staff
- SITXHRM401 Roster staff
- SITXHRM503 Monitor staff performance
- SITTTSL309 Source airfares for domestic flights
- SITTTSL310 Construct normal international airfares
- SITTTSL311 Construct promotional international airfares

SIT60112 Advanced Diploma of Travel and Tourism

- SITPPD503 Research and analyse tourism data
- SITXGLC501 Research and comply with regulatory requirements
- SITPPD601 Develop tourism products
- SITXMG502 Manage projects
- BSBMGT617A Develop and implement a business plan
- BSBFIM601A Manage finances
- BSBRK501B Manage risk
- SITXMPR502 Develop and implement marketing strategies
- BSBMKG605B Evaluate international marketing opportunities
- BSBMKG606B Manage international marketing programs
- SITXWHS601 Establish and maintain a work health and safety system
- SITXFIN601 Manage physical assets

Study mode

All courses are delivered in full-time mode including 20 hours of on-campus study each week.

Entry requirements

Students must be aged 18 years or over and have an intermediate level of English (IELTS 5 or equivalent).

Entry to the Diploma of Travel and Tourism requires successful completion of the Certificate III in Tourism or relevant work experience.

Entry to the Advanced Diploma of Travel and Tourism requires successful completion of the Certificate III in Tourism and the Diploma of Travel and Tourism or relevant work experience.

For course commencement dates and a price list visit www.sbta.com.au