



## Diploma of Tourism

(SIT50107)



The Diploma of Tourism is a full-time course which requires four days of college attendance (20 hours) The course is delivered in 4 terms over one year (38 weeks - full time). The content of the course includes all of the underpinning skills required to support learning at the Diploma level, including opportunities for practice of skills in a workplace.

### Vocational outcome

This course acts as a preparation mechanism for students striving to pursue an exciting career as a Reservations Consultant, Travel Consultant, Tourism Promotions executive, Travel Agent or Travel Research Consultant. Graduates of this course are equipped with the essential skills demanded by the industry through the effective collaboration of conventional classroom learning, practical industry experience and training in the Galileo Computerised Reservation System.

### Qualification

Graduates completing all components of the course and demonstrating competence in all units will be awarded a nationally recognised SIT50107 Diploma of Tourism. A nationally recognised Statement of Attainment will be issued where a student has withdrawn but has successfully completed part of the course.

### Career opportunities

Various career options can be attained by graduates after gaining sufficient work experience, such as Reservations Consultant, Travel Consultant, Tourism Promotions executive, Travel Agent or Travel Research Consultant.

### Entry requirements

The entry requirement for this course is the completion of NSW Higher School Certificate or its equivalent or mature age entry for students over 21 years of age. For International students, where the first language is not English a minimum IELTS band score of 6.0 is required. Students must also be 18 years of age or older.

### Recognition of Prior Learning (RPL)

Recognition of prior learning acknowledges skills, knowledge and competencies obtained through:-

- Formal training/study
- Work experience
- Life experience

Students are eligible to apply for RPL and an administration fee of \$200 per unit of competency applies depending on the evidence supplied by students seeking RPL. Full details of the application process can be acquired from the college's student administration.

### Language Literacy and Numeracy (LLN) Skills

This course has been designed to redress any deficiencies in participants' key LLN skills and to develop the generic skills of teamwork; communication and problem solving that are highly valued by employers. As completion of the Higher School Certificate or equivalent is an entry requirement for the course, students will be expected to have LLN skills appropriate to this level.

### Credit Transfer (CT)

Australian Careers Business College recognises and grants credit transfer for nationally recognised qualifications issued by other RTO's. Full details of the application process can be acquired from the college's student administration.

### Course Delivery

The course is delivered by a combination of lectures and tutorial sessions. The lectures are designed to explain the elements and criteria of each unit of competency.

### Assessment

Assessment methods for this course are a combination of practical projects, written tests, case studies and assignments. Assessment may also include "integrated assessment" whereby a number of units of competency are assessed together.

### Learning resources

All equipment and resources are provided for students enrolling into this course including student handouts and assessment instructions (textbooks are subject to an additional cost). A list of prescribed textbooks for the course will be given to students during induction day. Students have access to college computer labs and also have access to the Internet.

### Facilities

The course is held in a designated classroom for lectures, tutorials and group work. For any work requiring computers there are computer labs which can be utilised, with every student allocated their own workstation. These computers can also be used to access the Internet for research purposes. There is also a range of textbooks and workbooks that students may access as additional resources.

### The local environment

ACBC has three campuses located at:

- 149-151 George Street Liverpool NSW
- 169 Macquarie Street Parramatta NSW
- 313-323 Crown Street Wollongong NSW

All three are in the heart of the Business District of their respective locations and no more than five minutes walk from the train station. There is a vast range of shopping, entertainment and eating establishments within a short walking distance that meet the various needs. Course units of competency



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Travel and Tourism is one of the largest and fastest growing industries, both nationally and internationally. In such a diverse industry, there remains an increasingly high demand for trained personnel who harness the qualifications and skills to meet workplace demands. This course acts as a preparation mechanism for students striving to pursue an exciting career as a Reservations Consultant, Travel Consultant, Tourism Promotions Executive, Travel Agent or Travel Research Consultant. It is essential that Travel and Tourism trained professionals harness a diverse range of industry skills, an understanding of workplace practices, and the ability to operate a computerised reservations system. Travel and Tourism graduates are equipped with the necessary skills through the effective collaboration of conventional classroom learning, practical industry experience and training in the Galileo Computerised Reservation System. Our courses are designed to make you 100% productive from day one in your chosen career.

### Course units of competency

There are 17 Core Units in this course:

SITTIND001A	Develop and update tourism industry knowledge
SITXADM003A	Write business documents
SITXCCS003A	Manage quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM005A	Lead and manage people
SITXMG006A	Establish and conduct business relationships
SITXOHS004A	Implement and monitor workplace health, safety and security practices
SITXHRM001A	Coach others in job skills
SITXMG001A	Monitor work operations
SITXMG002A	Develop and implement operational plans
SITXOHS003A	Identify hazards, and assess and control safety risks

There are 16 elective Units in this course:

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
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
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
SITXHRM002A	Recruit, select and induct staff



The Australian Careers Business College is registered by NSW Vocational Education and Training Accreditation Board (VETAB) to deliver selected nationally recognised qualifications.

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