2025 EDITION

SIT20122 CERTIFICATE II IN TOURISM

Binnacle Training (RTO Code 31319)

HOW DOES IT WORK

This qualification provides a pathway to work in many tourism and travel industry sectors including travel agencies, holiday parks and resorts, attractions, and any small tourism business.

The program will be delivered through class-based tasks as well as both simulated and real business and tourism environments at the school - involving the delivery of a range of projects and activities within the school community.
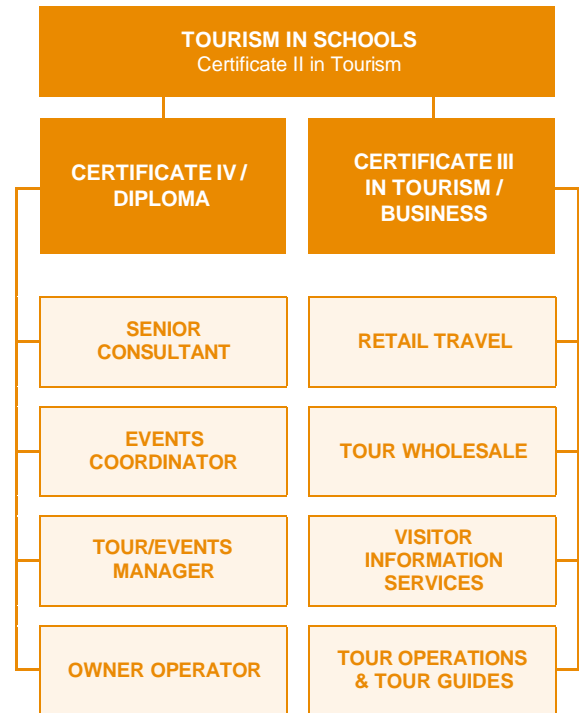
This program also includes the following:

› Participation in a Tourism-related Industry Discovery

SKILLS ACQUIRED

› Communication
› Customer service
› Safe and sustainable work practices
› Source and present information
› Social and cultural sensitivity
› Digital technologies and software applications
› Working effectively in business environments

CAREER PATHWAYS

TOURISM IN SCHOOLS
Certificate II in Tourism

CERTIFICATE IV / DIPLOMA

CERTIFICATE III IN TOURISM / BUSINESS

SENIOR CONSULTANT	RETAIL TRAVEL
EVENTS COORDINATOR	TOUR WHOLESALE
TOUR/EVENTS MANAGER	VISITOR INFORMATION SERVICES
OWNER OPERATOR	TOUR OPERATIONS & TOUR GUIDES

WHAT DO STUDENTS ACHIEVE?

› SIT20122 Certificate II in Tourism (max. 4 QCE Credits)
› A range of career pathway options including pathway into BSB30120 Certificate III in Business

FLEXIBLE PROGRAMS

PROJECT-BASED LEARNING

RESOURCES PROVIDED

Binnacle Training
RTO CODE 31319

1300 303 715
admin@binnacletraining.com.au
binnacletraining.com.au

SIT20122 CERTIFICATE II IN TOURISM

Registered Training Organisation:
Binnacle Training (RTO 31319)

Delivery Format:
1-Year Format
(Packaged as 4-Terms)

Timetable Requirements:
1-Timetabled Line

Units of Competency:
11 (5 Core Units, 6 Elective Units)

Suitable Year Level(s):
Year 10 (or Year 11 or 12)

Study Mode:
Combination of classroom and project-based learning, online learning (self-study) and practical work-related experience

Cost (Fee-For-Service):
$225.00 per person

QCE Outcome:
Maximum 4 QCE Credits

A Language, Literacy and Numeracy (LLN) Screening process is undertaken at the time of initial enrolment (or earlier) to ensure students have the capacity to effectively engage with the content and to identify support measures as required.

TERM 1

TOPICS
› Introduction to the Tourism and Travel Industry
› Introduction to Entrepreneurship and Business
› Introduction to the Business Services Industry

PROJECTS
› Research Business Topics

TERM 2

TOPICS
› Source, Use and Present Information on the Tourism and Travel Industry
› Public Activities and Events
› Business Software Applications and Research

PROJECTS
› Business Start-Up Research
› Tourism Industry Research
› Present Information at an Industry Event

TERM 3

TOPICS
› Safe Work Practices at the Go! Travel Office
› Social and Cultural Sensitivity

PROJECTS
› Participate in Safe Work Practices at Go! Travel
› Show Social and Cultural Sensitivity in the Tourism Industry

TERM 4

TOPICS
› Provide Information to Visitors and Customers
› Interacting with Customers

PROJECTS
› Go! Travel 'VIP' Information Evening
› Interact with Customers at the Go! Travel Agency

UNITS OF COMPETENCY	
SITTIND003	Source and use information on the tourism and travel industry
SITXCOM006	Source and present information
CUAEVP211	Assist with the staging of public activities or events
BSBTEC201	Use business software applications
BSBTEC203	Research using the internet
SITXWHS005	Participate in safe work practices
SITXCOM008	Provide a briefing or scripted commentary
SITXCOM007	Show social and cultural sensitivity
SITXCCS010	Provide visitor information
SITXCCS009	Provide customer information and assistance
SITXCCS011	Interact with customers

Certificate II Active Volunteering
Tannum Sands State High School
RTO 30586

This program is run at the Business Industry and Tourism Skills Centre (BITS) at Boyne Smelters Limited.

They are the partner and on-going sponsor of the BITS program.

RTO Policy and Procedures https://tannumsandsshs.eq.edu.au/our-school

This qualification provides a pathway to work in many industry sectors and offers great exposure to many employers who hire personnel in our local community.

The program will be delivered through class-based tasks as well as both simulated and real business environments at the school, organisations and in the local community.

This program also includes the following:

› Participation in mandatory 20 hours of volunteering in our community

Delivery Mode

BITS classroom during 3 school terms
Online, workbooks and real-life excursions

A Language, Literacy and Numeracy (LLN) Screening process is undertaken at the time of initial enrolment (or earlier) to ensure students have the capacity to effectively engage with the content and to identify support measures as required.

Skills acquired

- Diversity
- Volunteering
- Workplace Health and Safety
- Communication
- Technology

Unit Competencies	Unit type
CHCDIV001 Work with diverse people	Core Unit
CHCVOL001 Be an effective volunteer	Core Unit
BSBPWHS001 Participate in workplace health and safety	Core Unit
BSBCMM201 Communicate in the workplace	Core Unit
BSBTEC201 Use business software applications	Non-listed Elective
BSBTEC101 Operate Digital Devices	Non-listed Elective
BSBOPS101 Use business resources	Non-listed Elective