



# SIT40116 Certificate IV in Travel and Tourism

National ID: SIT40116 | State ID: AZT8

## About this course

This qualification will provide you with well-developed tourism service, sales or operational skills. On completion you will be able to work under limited supervision with supervisory responsibilities to plan, monitor and evaluate the work of team members.

This qualification provides a pathway to work in many travel and tourism industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, inbound tour operators, tourist attractions, visitor information centres and other tourism businesses.

Possible job outcomes related to this course included but are not limited to; Senior Consultant, Travel Supervisor, Marketing Coordinator, Operations Supervisor, Product Coordinator, Promotions Officer, Reservations Sales or Call Centre Supervisor, Sales Coordinator, Sales Executive.

## Overview


*This course will be offered with a blended, flexible delivery model to enable social distancing measures to be*

undertaken during the COVID-19 pandemic. This approach may include a mix of online and classroom based delivery, as well as practical and work experience placements. Lecturers will provide specific instructions to their student groups on how training will be undertaken.

## Semester 2, 2020

---

### Fremantle - Full Time-Classroom

 Duration: **2 Semesters**

 When: **Semester 2, 2020**

 How: **Full Time**

## Units

---

### Core

National ID	Unit Title
SITTIND001	Source and use information on the tourism and travel industry
SITXCCS007	Enhance customer service experiences
SITXCOM002	Show social and cultural sensitivity
SITXCOM005	Manage conflict
SITXFIN002	Interpret financial information
SITXHRM001	Coach others in job skills
SITXWHS003	Implement and monitor work health and safety practices

### Elective

National ID	Unit Title
HLTAID003	Provide first aid
SITHFAB002	Provide responsible service of alcohol
SITTTSL002	Access and interpret product information
SITTTSL003	Provide advice on international destinations
SITTTSL004	Provide advice on Australian destinations
SITTTSL005	Sell tourism products and services
SITTTSL006	Prepare quotations
SITTTSL007	Process reservations
SITTTSL010	Use a computerised reservations or operations system
SITTTSL016	Provide specialist advice on cruises
SITXCCS002	Provide visitor information
SITXHRM003	Lead and manage people

## Entrance requirements

School Leaver	Non-School Leaver	AQF
C Grades in Year 11 WACE General English, and OLNA or NAPLAN 9 Band 8	C Grades in Year 11 English and Maths or equivalent	Certificate II or Certificate III

## Job opportunities

Possible job outcomes related to this course included but are not limited to; Senior Consultant, Travel Supervisor, Marketing Coordinator, Operations Supervisor, Product Coordinator, Promotions Officer, Reservations Sales or Call Centre Supervisor, Sales Coordinator, Sales Executive.

## Fees and charges

### Indicative fees and charges

[2020 general admission fees list](#)

[2020 apprenticeship/traineeship fees list](#)

Fees and charges published on our website are indicative. Your fees will depend on your eligibility for government funding or a concession rate, and the units you choose to study or seek to be recognised under Recognition of Prior Learning (RPL). Our Indicative fees lists show fees that are:

- Based on the full possible study plan of units, including the recommended electives
- Based on full time study in 2020
- Charged at the government funded rate for over 18 years of age students
- Based on unit electives designed to meet localised industry demand for skills
- Made up of course fees and resource fees, or RPL fees. Course fees are the cost of your tuition, while resource fees pay for consumables provided to you to aid your study (such as printing and paper). You may also be required to purchase text books or equipment that are not part of our tuition or resource fees.

Fees may vary between students and between educational providers. Other charges may apply.

Visit our [Fees and payment options](#) page for more information.

Call 1800 001 001 to get a more accurate fee indication based on your eligibility and study plan before applying.

### VET Student Loans

Selected courses are VET Student Loan eligible courses.

A VET Student Loan creates a debt that must be repaid to the Commonwealth and is only available to students who are eligible.

To find out if you are eligible or to see the list of eligible courses visit our [Student Loans](#) page.

### International students

Selected courses are available to International students for full time study only.

Fees, charges, available locations, applications and enrolment procedures for International students are different to those for students who have Australian permanent residency.

For more information or to find a course visit the [TAFE International WA](#) website.

## **Apprenticeships and traineeships**

Fees for apprenticeships and traineeships are charged at a rate per nominal hour of study.

This means that your fees will vary depending on the units you study as part of your training plan.

Apprentices and trainees are liable to pay for their own fees but some industrial agreements (awards) dictate that employers are required to reimburse their apprentice upon receipt of satisfactory progress. An employer may also opt to pay on behalf of the apprentice or trainee.

For more information visit our [Apprenticeships and traineeships](#) page.

## **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) enrolments are charged at \$3.25 per nominal hour of study.

No concession fees apply to RPL enrolments. Refer to the institutional or apprenticeship/traineeship fee lists for an indicative RPL course fee.

**Please note, fees are subject to change.**