This qualification reflects the role of individuals who use a defined and limited range of operational skills. They are involved in mainly routine and repetitive tasks using practical skills and basic industry knowledge.

**Employment Pathways:**

<table>
<thead>
<tr>
<th>Position</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documentation clerk for a tour wholesaler</td>
<td>Office assistant for a small tour operator</td>
</tr>
<tr>
<td>Retail sales assistant in an attraction</td>
<td>Ride attendant in an attraction</td>
</tr>
<tr>
<td>Museum attendant</td>
<td>Receptionist and office assistant in a retail travel agency</td>
</tr>
<tr>
<td>Receptionist and office assistant in a professional conference organiser</td>
<td></td>
</tr>
</tbody>
</table>

**Funding Arrangements:**

- Fee for Service
- Fee free for schools

**Please refer to the Queensland Government Funding Information Booklet for further details**

**Entry Requirements:**

There are no formal entry requirements for this qualification.

**Core Units:**

- SITTIND201: Source and use information on the tourism and travel industry
- SITXCCS202: Interact with customers
- SITXCOM201: Show social and cultural sensitivity
- SITXWHS101: Participate in safe work practices

**Elective Units:**

- SITXCCS101: Provide information and assistance
- SITXCCS201: Provide visitor information
- BSBWOR203B: Work effectively with others
- SITXCOM101: Source and present information
- BSBUS5201A: Participate in environmentally sustainable work practices
- BSBCMM201A: Communicate in the workplace
- SITXCOM202: Provide a briefing or scripted commentary

**ELECTIVE UNIT SELECTION MAY BE CONTEXTUALISED TO SUIT BUSINESS REQUIREMENTS**
### VETIS (Classroom)

<table>
<thead>
<tr>
<th><strong>Duration</strong></th>
<th><strong>Delivery Mode</strong></th>
<th><strong>Assessment Methods</strong></th>
<th><strong>Location</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>24 months (Part time)</td>
<td>Face to Face</td>
<td>Written assessment</td>
<td>Queensland</td>
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<tr>
<td></td>
<td></td>
<td>Portfolio of evidence</td>
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<td></td>
<td></td>
<td>Practical observation</td>
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<td>Logbook</td>
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</tbody>
</table>

**Materials Required:**

Students are required to have access to a computer with suitable word processing software and will require access to the internet for research purposes.

**Educational Pathways:**

After successful completion of this qualification, students are guaranteed entry into Certificate III in Tourism with ASMI.

**Course Credits:**

Students may seek to have a unit(s) of competency formally recognised by transfer credit or recognition of prior learning. Duration of study may be affected where credit(s) are obtained.

**Contact Us:**

Phone: 07 3010 9367  
Email: admin@asmitraining.edu.au  
Website: www.asmitraining.edu.au