

Course Code & Name:		Certificate II in Tourism SIT20116 Current for 2021
Course Aims:		<p>This qualification reflects the role of individuals who have a defined and limited range of tourism operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.</p> <p>This qualification provides a pathway to work in many tourism, hospitality and travel industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, attractions, cultural and heritage sites, and any small tourism business.</p> <p>Work could be undertaken in an office environment where the planning of tourism and travel products and services takes place, in the field where products are delivered, or a combination of both.</p>
Course Delivery	Location and Times:	Year 1: TBA – Mooroolbark/Lilydale location Wednesday 1:30pm – 5:00pm Year 2: 2022
	Mode of Delivery:	Classroom/workshop simulation
	Duration:	2 years part time

On successful completion of this program the student will achieve:

Credit towards VCE/VCAL	VCE:	This program may contribute to the VCE at the Units 1 & 2 or 3 & 4 level, and may also contribute to the ATAR.
	VCAL:	This program contributes to the Industry Specific Skills Strand of VCAL and may also contribute to the Work Related Skills Strand of VCAL.
	Qualification:	A Victorian recognised qualification of SIT20116 Certificate II in Tourism

Additional Requirements/ Information:	Name of RTO & Provider of Qualification:	Cire Services TOID: 4150
	RTO Student Information:	Please refer to www.mullumvetcluster.com.au for student rights and responsibilities while on campus.
	OHS / Personal Protective Equipment:	N/A
	Excursions:	In Year 1 the students attend a excursion for SITTIND001 Source and use information on the tourism and travel industry.
	Work Placement:	Pop Up Café (Chirnside Park Community Centre) The Cire Pop Up Café is designed to give students hands-on experience in serving real paying customers. The Pop Up Café occurs on the last Wednesday of the month during school terms. Students must attend the Café days to be assessed for the practical component of their course. Failure to attend may result in non-completion of the units.
	Other:	Please note this course is subject to change.

Units of Competency:

Year 1 - Competencies covered in the first year:

Unit Code	Unit Name	Nominal Hours	Compulsory / Elective
SITXWHS001	Participate in safe work practices	12	C
SITXFSA001	Use hygienic practices for food safety	15	C
SITHFAB004	Prepare and serve non-alcoholic beverages	20	C
SITXCCS003	Interact with customers	20	C
BSBWOR203	Work effectively with others	15	C
SIRXSL001	Sell to the retail customer	20	C
SITCOM002	Show social and cultural sensitivity	20	E
SITHFAB005	Prepare and serve espresso coffee	30	C
SITTIND001	Source and use information on the tourism and travel industry	25	C
Total nominal hours		177	

Year 2: Competencies covered in the second year:

Unit Code	Unit Name	Nominal Hours	Compulsory / Elective
SITHFAB007	Serve food and beverage	80	C
SIRXSL002	Follow point-of-sale procedures	20	E
SITHFAB002 **	Provide responsible service of alcohol	10	E
SITHFAB014 **	Provide table service of food and beverage	110	E
** Students will receive these units as a statement of attainment. The VCAA requires students to complete 180 nominal hours per year. Students will need to complete more than the 11 units to be able to achieve this VCAA requirement.			
Total nominal hours		220	

FUTURE PATHWAYS & OPPORTUNITIES	Complementary studies:	<ul style="list-style-type: none"> Food Technology Geography
	Pathways;	<ul style="list-style-type: none"> Certificate III in Commercial Cookery Certificate III in Tourism
	Possible Future Career Opportunities:	<ul style="list-style-type: none"> Documentation clerk for a tour wholesaler or travel agency Museum attendant Office assistant for a tour operator Receptionist and Office assistant for a professional conference organiser or event management business Receptionist and Office assistant in a travel agency Retail sales assistant at an attraction Ride attendant in an attraction Hospitality worker

