



SIT40116
Certificate IV in Travel and Tourism

Course Guide

Course Overview

Certificate IV in Travel and Tourism (SIT40116) is ideal for people who are already working in the travel and tourism industry and who are looking to upskill into a senior position. It will enable one to use a broad range of tourism or travel skills and sound knowledge of industry operations to coordinate travel or tourism services. This course will give you the knowledge and skills you require to apply for employment in a range of highly sought after travel and tourism roles.

Mode of Delivery

Lyons College delivers the course using qualified and experienced trainers and assessors. The core strength of course delivery is that we only conduct face-to-face training. The training and assessment also include: seminars; tutorials; and supervised study.

Units of Competency

To be awarded SIT40116 Certificate IV in Travel and Tourism, students must successfully complete a total of nineteen (19) units of competency, comprising of: seven (7) core units and twelve (12) elective units.

Unit Code	Unit Title	Unit Type
SITTIND001	Source and use information on the tourism and travel industry	Core
SITXCCS007	Enhance customer service experiences	Core
SITXCOM002	Show social and cultural sensitivity	Core
SITXCOM005	Manage conflict	Core
SITXFIN002	Interpret financial information	Core
SITXHRM001	Coach others in job skills	Core
SITXWHS003	Implement and monitor work health and safety practices	Core
SITXCCS002	Provide visitor information	Elective
SITTTSL002	Access and interpret product information	Elective
BSBINN301	Promote Innovation in a team environment.	Elective
SITTTSL005	Sell tourism products and services	Elective
SITTTSL009	Process travel-related documentation	Elective
BSBHRM405	Support the recruitment, selection and induction of staff	Elective

Unit Code	Unit Title	Unit Type
BSBITU306	Design and produce business documents	Elective
SITTTSL010	Use a computerized reservations or operations system	Elective
SITTTSL006	Prepare quotations	Elective
BSBITU401	Design and develop complex text documents	Elective
BSBFIA401	Prepare financial reports	Elective
BSBMGT401	Show leadership in the workplace	Elective

Estimated course duration: 12 months

Entry Requirements

Lyons College programs are open to all students, although key requirements need to be satisfied.

Language, Literacy and Numeracy Requirement

This course requires you to read learner workbooks, complete a range of written assessments, undertake independent research activities and engage in forums and discussions. To demonstrate the necessary skills, each applicant will be required to complete a language, literacy and numeracy assessment.

Pre-Training Review Requirement

We will conduct a Pre-Training Review of an applicant's current competencies. The Pre-Training Review will:

- Identify any skills or competencies previously acquired to ascertain a suitable, and the most suitable qualification for each student.
- The student's existing educational attainment, capabilities, aspirations and interests. This will guide us to consider any future study or employment goals that the student has.
- Identify any barriers to learning and steps to overcome these.
- Ascertain that the proposed learning strategies and materials are appropriate for that individual.

Assessments

A variety of teaching, learning and assessment strategies are used to support course delivery to ensure theoretical and practical skills are achieved.

These may include but not limited to:

- Lectures discussions, and classroom activities
- Research & Project work
- Written Assessments

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment pathway, which the learners can utilise to gain recognition regarding the skills, knowledge and experience gained through work experience, life experience, training courses and work-based training. This is assessed against the evidence requirements of one or more units of competency.

The RPL process will suit the learners better if they have:

- Paid or unpaid work experience
- Skills and knowledge gained on the job
- Short courses and work-based learning
- Other life experience
- Prior formal training
- Community work experience
- Trade skills

The RPL process allows students to receive recognition under these circumstances and therefore enables them to focus more on areas where they need to achieve competency to gain their qualification. Students who believe they already have some of the competencies in the course may apply for RPL. An essential requirement of RPL is that the student can prove that they currently have the required competencies.

The RPL assessor available for the learner will discuss with the learner about the different evidence required for RPL assessment. Some of the evidence that will be collected from the learners include:

- Work appraisals
- Job Descriptions
- Photos or actual work samples
- Resume and references
- In house training certificates
- Relevant formal qualifications
- Eye witness testimonials
- Informal RPL Interviews
- Observation at your workplace or a simulated workplace

Credit Transfer (CT)

Credit transfer involves granting credit for Units in which the student is already competent in partial or full completion of a qualification. Lyons College recognises qualifications and/or Statements of Attainment issued by other RTO's, however, it reserves the right to verify any qualifications submitted for authenticity. To apply for credit transfer, students must complete the Credit Transfer Application and attach copies of verified documents to support their application.

Fees

There are three possible options of how to fund the training:

1. Full-fee payment by student
2. Government subsidised
3. Concession

For Eligible Individuals, this training is delivered with Victorian and Commonwealth Government funding. Eligibility for Government subsidies is determined by your individual circumstances. To check if you are eligible, go to <http://www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx>

We encourage individuals with disabilities to access training subsidised through the Skills First Program. Lyons College staff can also assist to check your eligibility and discuss the best option for you. Call us on **03 8648 6610** and we can assist you further. Visit www.lyons.edu.au for course fees and further information.

Career Outcome & Pathways

Successful completion means you are eligible to enrol into the SIT50116 Diploma of Travel and Tourism Management, or a range of other Diploma qualifications.

Possible job outcomes may include but not limited to:

- Account Coordinator
- Assistant Manager
- Marketing Coordinator
- Operations Supervisor
- Product Coordinator
- Promotions Officer
- Reservations Sales Supervisor
- Call Centre Supervisor
- Senior Operations Coordinator
- Senior Or Supervisory Retail Consultant
- Sales Coordinator
- Sales Executive



For further general information, please contact us. For registration, enrolment details and course enquiries visit our website www.lyons.edu.au, call 03 8648 6610, or visit us at Level 4, 303 Collins St Melbourne VIC 3000.