



**Binnacle  
Training**

RTO CODE 31319



## **ABSTRACT**

This document contains important information for Binnacle Training students about:

- The program outline and inclusions
- The assessment completion process
- Career pathways
- Binnacle Training Third-Party Arrangements
- Student enrolment

# **STUDENT INFORMATION**

**SIT20122 Certificate II in Tourism**

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# 1. Program Inclusions

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This program is offered as a senior school subject and incorporates the nationally recognised qualification: **SIT20122 Certificate II in Tourism**. This course has been scheduled across one year (packaged into 4 terms).

The course covers the skills and knowledge required of an employee entering the tourism industry and/or pursuing further tertiary pathways at another education provider. Topics include:

- Introduction to the tourism and travel industries
- Sourcing, using and presenting information on the tourism and travel industry
- Assisting with public activities and events
- Providing a briefing to a group
- Using business software applications
- Safe work practices
- Social and cultural sensitivity
- Providing information to customers and visitors
- Interacting with customers

## 2. Program Outline

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The program involves developing the entry level skills and knowledge required of the tourism industry. This learning will take place in a range of settings, including the classroom (knowledge and project planning), industry and the school community (project delivery).

Assessment activities include practical and knowledge tasks throughout the program. Knowledge tasks generally take the form of short answer quizzes and research tasks that are completed online. Many of the practical tasks will also involve completing workplace documents (e.g. a Workload Management Plan).

## 3. Completing Assessments

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All assessment resources are online (practical components are completed in a real or simulated tourism related environment) and each term has a specific number of assessment tasks.

Assessment completion will be regularly reviewed by the trainer and assessor and if incomplete or not yet satisfactory, it may be necessary to finalise the assessment outside of class time (e.g. during exam block) before the next school term commences.

Completed assessment and associated documentation will be stored online in the Binnacle Lounge for the trainer and assessor to mark ('Satisfactory' or 'Not Yet Satisfactory').

Students will need to provide/have access to a computer, laptop or tablet device with an internet connection.

<p><b>1. Students complete the assessment each term:</b></p>	<ul style="list-style-type: none"> <li>• Knowledge assessments completed online in your Binnacle Lounge.</li> <li>• Demonstrate required skills in practical tasks.</li> <li>• Access to training resources to assist with assessment are provided in the respective assessment tab.</li> </ul>
<p><b>2. Assessor marks your assessment:</b></p>	<ul style="list-style-type: none"> <li>• Some knowledge assessment items are 'auto-marked' by the Binnacle Lounge learning platform.</li> <li>• The assessor will mark your other assessment items (e.g. project, practical and case study).</li> <li>• The sign-off page in each term is where feedback is provided and the outcome of each assessment item recorded.</li> </ul>

### 3.1. Student Misconduct with Online Assessment and Disciplinary Procedures

Some assessment question types allow for students to submit evidence that may be the same or similar to that of another person or source (e.g. a group plan for a project upload or a response to a knowledge question copied from a website or a presentation). Outside of these occasions, Binnacle Training must ensure the evidence contributing to a unit of competency is authentic i.e. able to be proved as their own work.

Cheating or copying/plagiarising material from another person or resource is strictly prohibited. The below statement is included in the sign-off for each term:

I, the Candidate:

- Confirm the authenticity of the work submitted as my own, unless otherwise authorised by the assessment conditions.

In addition to an assessor checking for copying and/or plagiarised material, Binnacle Training as the Registered Training Organisation undertakes regular reviews of student assessment evidence.

As outlined in our Participant Handbook (Section 8 - Student Misconduct & Disciplinary Procedures), **Binnacle Training will not tolerate misconduct under any circumstance and a student may be asked to leave the program with no refund for misconduct such as cheating or plagiarising material.**

## 4. Units of Competency in this Program

The following table illustrates when units of competency are scheduled for finalisation.

	UNIT CODE	UNIT TITLE
<b>TERMS 1-2</b>	BSBTEC201	Use business software applications
	BSBTEC203	Research using the internet
	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
	SITXCOM008	Provide a briefing or scripted commentary
<b>TERM 3</b>	SITXCOM007	Show social and cultural sensitivity
	SITXCCS010	Provide visitor information
	SITXCCS009	Provide customer information and assistance
	SITXCCS011	Interact with customers
<b>TERM 4</b>	SITXWHS005	Participate in safe work practices

**Qualification scheduled for finalisation: SIT20122 CERTIFICATE II IN TOURISM**

## 5. Career Pathways

Graduates of SIT20122 Certificate II in Tourism may explore further VET pathways (e.g. SIT30122 Certificate III in Tourism) at another training provider. Binnacle Training will provide training pathway opportunities for consideration as students are approaching course completion. See Figure 1 overpage.



Figure 1. Training and Employment Pathways from SIT20122 Certificate II in Tourism

## 6. Binnacle Training Third-Party Arrangements

As the RTO, Binnacle Training engages individual secondary schools under a third-party arrangement to provide physical and human resources to deliver training and conduct assessment.

**Binnacle Training Responsibilities:** Enrolling students into the VET course, training and assessment outcomes, issuing certificates and testamurs, and ensuring that the VET course is on its scope of registration at all times.

**School Responsibilities (as the third party):** The provision of adequate physical (equipment and facilities) and human resources (program deliverer), and facilitating training and assessment services on behalf of Binnacle Training including the provision of student support services such as language, literacy and numeracy (LLN) assistance.

## 7. Student Enrolment

Student enrolment into the program requires the school to have a current third-party agreement in place (enrolment is unable to be finalised until this requirement has been met).

## 8. Language, Literacy and Numeracy Skills

A Language, Literacy and Numeracy (LLN) screening process is undertaken within the Pre-Enrolment Pack to ensure that students have the capacity to effectively engage with the content and to identify support measures as required. The following examples provide a snapshot of the reading, writing, numeracy and verbal communication skills that would be expected in order to satisfy competency requirements:

<b>Reading</b>	<ul style="list-style-type: none"><li>• Read the content of plain English information about laws, industry accreditation schemes and codes of conduct.</li><li>• Research, sort and use tourism and travel industry information.</li><li>• Recognises and interprets information from familiar sources to determine job role and task requirements.</li><li>• Interpret workplace safety signs, procedures and emergency evacuation plans.</li><li>• Interpret information scripts or other briefing information.</li><li>• Interpret workplace anti-discrimination policies and plain English documents produced by government information agencies.</li><li>• Interpret sometimes detailed procedures documents, product and local area information.</li><li>• Interpret sometimes detailed information on predictable customer requests.</li></ul>
<b>Writing</b>	<ul style="list-style-type: none"><li>• Prepare notes, summarise and record information in basic documents, sheets and files on current tourism and travel industry practices, products, services and technology.</li><li>• Records information in a sequential manner using clear and appropriate terminology.</li><li>• Produces and amends files to meet task and organisational requirements.</li><li>• Records numerical and textual information in accordance with requirements of task.</li><li>• Complete basic template reports about hazards and emergency incidents according to organisational procedures.</li><li>• Record simple notes and basic information on local facilities, products and services for visitors.</li></ul>
<b>Verbal Communication</b>	<ul style="list-style-type: none"><li>• Discuss current and emerging industry trends with experienced industry personnel, colleagues, suppliers and industry bodies.</li><li>• Present simple information clearly and logically.</li><li>• Articulates clearly using language appropriate to environment and audience.</li><li>• Uses listening and questioning techniques to clarify and confirm understanding of work issues.</li><li>• Participates in a variety of spoken exchanges with relevant stakeholders in an effort to clarify research purpose, audience and presentation requirements.</li><li>• Present cohesive and audible group presentations.</li><li>• Discuss cross-cultural misunderstandings and difficulties with supervisors, managers and other team members and identify possible strategies to resolve them.</li><li>• Listen and respond to range of visitor requests, asking questions to clarify and confirm.</li><li>• Discuss causes of customer problems with colleagues and supervisors in a professional manner.</li></ul>
<b>Numeracy</b>	<ul style="list-style-type: none"><li>• Correctly interprets and follows numerical information in work plans, timelines and other documentation.</li><li>• Address safety considerations and not exceed safe number of participants in a given location.</li></ul>

## 9. Definitions and Interpretations

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**Program**. The course(s) or qualifications(s) in its entirety.

**Registered Training Organisation (RTO)**. A training organisation that has authorisation to train and assess nationally recognised qualifications on its scope of registration.

**School (third party)**. The secondary school/college that is providing the physical and human resources to deliver training and conduct assessment on behalf of, and in the name of, Binnacle Training as the external RTO.

**Training Product**. Any qualification, unit of competency, or group of competencies packaged together as a Binnacle Program.

For further information please access the [Program Disclosure Statement](#) in full.