2026 EDITION

SIT20122 CERTIFICATE II IN TOURISM

Binnacle Training (RTO Code 31319)

HOW DOES IT WORK

This qualification provides a pathway to work in many tourism and travel industry sectors including travel agencies, holiday parks and resorts, attractions, and any small tourism business.

The program will be delivered through class-based tasks as well as both simulated and real business and tourism environments at the school - involving the delivery of a range of projects and activities within the school community.
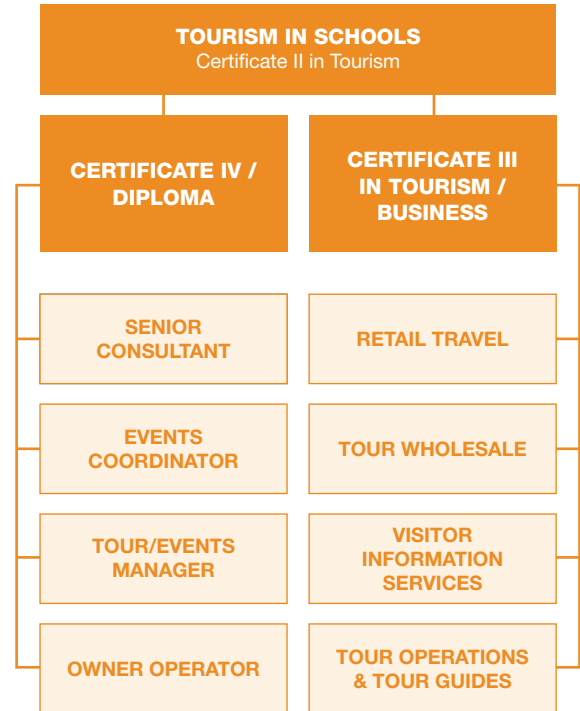
This program also includes the following:

› Participation in a Tourism-related Industry Discovery

SKILLS ACQUIRED

› Communication
› Customer service
› Safe and sustainable work practices
› Source and present information
› Social and cultural sensitivity
› Digital technologies and software applications
› Working effectively in business environments

CAREER PATHWAYS

TOURISM IN SCHOOLS
Certificate II in Tourism

CERTIFICATE IV / DIPLOMA

CERTIFICATE III IN TOURISM / BUSINESS

SENIOR CONSULTANT	RETAIL TRAVEL
EVENTS COORDINATOR	TOUR WHOLESALE
TOUR/EVENTS MANAGER	VISITOR INFORMATION SERVICES
OWNER OPERATOR	TOUR OPERATIONS & TOUR GUIDES

WHAT DO STUDENTS ACHIEVE?

› SIT20122 Certificate II in Tourism (max. 4 QCE Credits)
› A range of career pathway options including pathway into BSB30120 Certificate III in Business

FLEXIBLE PROGRAMS

PROJECT-BASED LEARNING

RESOURCES PROVIDED

Binnacle Training
RTO CODE 31319

1300 303 715
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binnacletraining.com.au

SIT20122 CERTIFICATE II IN TOURISM

Registered Training Organisation:
Binnacle Training (RTO 31319)

Delivery Format:
1-Year Format

Timetable Requirements:
1-Timetabled Line

Units of Competency:
11 (5 Core Units, 6 Elective Units)

Suitable Year Level(s):
Year 10 (or Year 11 or 12)

Study Mode:
Combination of classroom and project-based learning, online learning (self-study) and practical work-related experience

Cost (Fee-For-Service):
$345.00 per person

QCE Outcome:
Maximum 4 QCE Credits

TERM 1	**TOPICS**
	› Introduction to the Tourism and Travel Industry
	› Introduction to Entrepreneurship and Business
	› Introduction to the Business Services Industry
	PROJECTS
	› Research Business Topics

TERM 2	**TOPICS**
	› Source, Use and Present Information on the Tourism and Travel Industry
	› Public Activities and Events
	› Business Software Applications and Research
	PROJECTS
	› Business Start-Up Research
	› Tourism Industry Research
	› Present Information at an Industry Event

TERM 3	**TOPICS**
	› Provide Information to Visitor and Customers
	› Interacting with Customers
	› Show Social and Cultural Sensitivity in the Tourism Industry
	PROJECTS
	› Go! Travel 'VIP' Information Evening
	› Interact with Customers at the Go! Travel Agency
	› Show Social and Cultural Sensitivity in the Tourism Industry

TERM 4	**TOPICS**
	› Workplace Health and Safety
	PROJECTS
	› WHS Processes at the 'Go! Regional" Travel Expo

A Language, Literacy and Numeracy (LLN) Screening process is undertaken at the time of initial enrolment (or earlier) to ensure students have the capacity to effectively engage with the content and to identify support measures as required.

UNITS OF COMPETENCY	
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
BSBTEC201	Use business software applications
BSBTEC203	Research using the internet
SITXWHS005	Participate in safe work practices
SITXCOM008	Provide a briefing or scripted commentary
SITXCOM007	Show social and cultural sensitivity
SITXCCS010	Provide visitor information
SITXCCS009	Provide customer information and assistance
SITXCCS011	Interact with customers