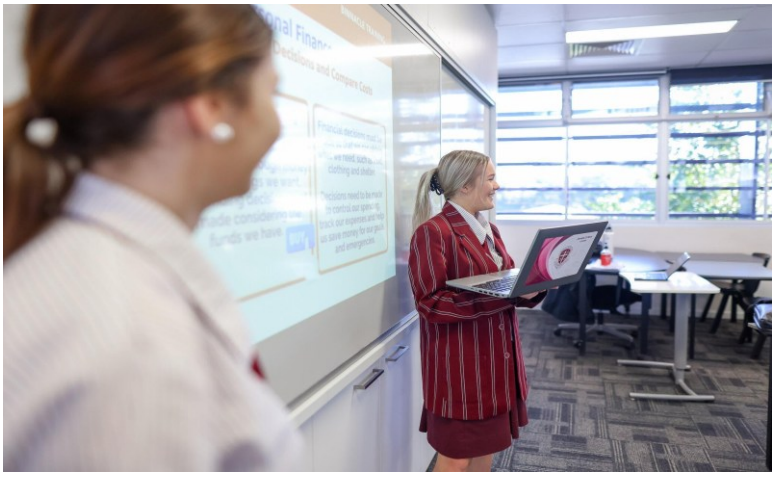
Binnacle Training
RTO CODE 31319





STUDENT INFORMATION

SIT20125 Certificate II in Tourism

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

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1. Program Inclusions

This program is offered as a senior school subject and incorporates the nationally recognised qualification: **SIT20125 Certificate II in Tourism** (for a maximum of 4 QCE credits where new learning requirements are met). 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

This course is delivered by your program deliverer (trainer and assessor) via a third-party arrangement between Binnacle Training (as the lead RTO) and the school (as the third party).

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).

2.1. Mode of Delivery

This program uses a blended mode of delivery which includes face-to-face plus online training and assessment such as classroom lessons, digital learning modules, virtual lessons, online and practical assessment.

3. LLND and Course Suitability Advice

During pre-enrolment, students will complete an LLND Screening to establish their language, literacy, numeracy and digital literacy skill levels and will be provided with advice about whether the course is suitable for them.

Based on the outcome of this review, the school (on behalf of Binnacle Training) will provide the student with advice regarding the suitability of the training product to each prospective student prior to their

enrolment being finalised. This process ensures students are fully informed about the program requirements before committing to the course or incurring any associated fees.

The following examples provide a snapshot of the reading, writing, numeracy, verbal communication, and digital literacy skills that would be expected in order to satisfy competency requirements:

Reading	• Read the content of plain English information about laws, industry accreditation schemes and codes of conduct. • Research, sort and use tourism and travel industry information. • Recognise and interpret information from familiar sources to determine job role and task requirements. • Interpret workplace safety signs, procedures and emergency evacuation plans. • Interpret information scripts or other briefing information. • Interpret workplace anti-discrimination policies and plain English documents produced by government information agencies. • Interpret sometimes detailed procedures documents, product and local area information. • Interpret sometimes detailed information on predictable customer requests.
Writing	• Prepare notes, summarise and record information in basic documents, sheets and files on current tourism and travel industry practices, products, services and technology. • Record information in a sequential manner using clear and appropriate terminology. • Produce and amend files to meet task and organisational requirements. • Record numerical and textual information in accordance with requirements of task. • Complete basic template reports about hazards and emergency incidents according to organisational procedures. • Record simple notes and basic information on local facilities, products and services for visitors.
Oral Communication	• Discuss current and emerging industry trends with experienced industry personnel, colleagues, suppliers and industry bodies. • Present simple information clearly and logically. • Articulate clearly using language appropriate to environment and audience. • Use listening and questioning techniques to clarify and confirm understanding of work issues. • Participate in a variety of spoken exchanges with relevant stakeholders in an effort to clarify research purpose, audience and presentation requirements. • Present cohesive and audible group presentations. • Discuss cross-cultural misunderstandings and difficulties with supervisors, managers and other team members and identify possible strategies to resolve them. • Listen and respond to range of visitor requests, asking questions to clarify and confirm. • Discuss causes of customer problems with colleagues and supervisors in a professional manner.
Numeracy	• Correctly interpret and follow numerical information in work plans, timelines and other documentation. • Address safety considerations and not exceed safe number of participants in a given location.
Digital Literacy	• Understand functions and features of specific digital applications and use these to perform work tasks. • Use digital tools to complete tasks.

4. Fees

Binnacle Training invoices the school directly for the cost of the program. This means that students do not pay any fees directly to Binnacle Training.

Students should check with their school about payment - it may be set up like other subjects, and there may be additional fees for:

1. Learning resources or textbooks

2. Excursions or site visits
3. Equipment or materials specific to your program

A detailed breakdown of course fees can be found on the Binnacle Training website.

5. Completing Assessments

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.

1. Student Role (Completing the assessment each term):	• Complete your knowledge assessments online in your Binnacle Lounge. • Demonstrate the required skills during practical tasks. • Utilise the training resources provided in the respective assessment tab to assist you.
2. Assessor Role (Marking your assessment):	• Some knowledge assessment items are 'auto-marked' by the Binnacle Lounge learning platform. • Review and mark your other assessment items (e.g. project, practicals, and case studies). • Provide feedback and record the final outcome of each assessment item on the sign-off page for each term.

6. Course Schedule

The table below shows the topics and projects scheduled for delivery and assessment throughout the term.

YEAR 1	
TERM 1	**TOPICS COVERED**
	Introduction to Business and Entrepreneurship Researching on the Internet Using Software to Create Documents
	SPECIFIC PROJECT REQUIREMENTS
	Business Software Application Research Using Spreadsheet Processing Software Business Strategy Research
	UNITS OF COMPETENCY SCHEDULED FOR COMPLETION
	BSBTEC201 Use business software applications BSBTEC203 Research using the internet
TERM 2	**TOPICS COVERED**
	Workplace Health and Safety
	SPECIFIC PROJECT REQUIREMENTS
	Reporting Injuries and Hazards Handling Emergencies
	UNITS OF COMPETENCY SCHEDULED FOR COMPLETION
	SITXWHS005 Participate in safe work practices
TERM 3	**TOPICS COVERED**
	Source, Use and Present Information on the Tourism and Travel Industry Public Activities and Events
	SPECIFIC PROJECT REQUIREMENTS
	Tourism Industry Research Present Information at an Industry Event
	UNITS OF COMPETENCY SCHEDULED FOR COMPLETION
	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

TERM 4	**TOPICS COVERED**
	Providing Information to Visitors and Customers Interacting with Customers Showing Social and Cultural Sensitivity
	SPECIFIC PROJECT REQUIREMENTS
	Go! Travel VIP Information Evening Interact with Customers at the Go! Travel Agency Show Social and Cultural Sensitivity in the Tourism Industry
	UNITS OF COMPETENCY SCHEDULED FOR COMPLETION
	SITXCOM007 Show social and cultural sensitivity SITXCCS010 Provide visitor information SITXCCS009 Provide customer information and assistance SITXCCS011 Interact with customers

*Please note that this is a guide only.

7. Units of Competency in this Program

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

Unit Code	Unit Title	SIT20125 Certificate II in Tourism	Scheduled for Finalisation	Training & Assessment Arrangements (Predominant Mode of Delivery)
BSBTEC203	Research using the internet	Imported Elective	Term 1	Blended Delivery – Teacher (Third Party) as Trainer & Assessor
BSBTEC201	Use business software applications	Listed Elective (C)	Term 1	Blended Delivery – Teacher (Third Party) as Trainer & Assessor
SITXWHS005	Participate in safe work practices	Core	Term 2	Blended Delivery – Teacher (Third Party) as Trainer & Assessor
SITTIND003	Source and use information on the tourism and travel industry	Core	Term 3	Blended Delivery – Teacher (Third Party) as Trainer & Assessor
SITXCOM006	Source and present information	Listed Elective (C)	Term 3	Blended Delivery – Teacher (Third Party) as Trainer & Assessor
CUAEVP211	Assist with the staging of public activities or events	Listed Elective (A)	Term 3	Blended Delivery – Teacher (Third Party) as Trainer & Assessor
SITXCOM008	Provide a briefing or scripted commentary	Listed Elective (A)	Term 3	Blended Delivery – Teacher (Third Party) as Trainer & Assessor
SITXCOM007	Show social and cultural sensitivity	Core	Term 4	Blended Delivery – Teacher (Third Party) as Trainer & Assessor
SITXCCS009	Provide customer information and assistance	Core	Term 4	Blended Delivery – Teacher (Third Party) as Trainer & Assessor
SITXCCS011	Interact with customers	Core	Term 4	Blended Delivery – Teacher (Third Party) as Trainer & Assessor
SITXCCS010	Provide visitor information	Listed Elective (A)	Term 4	Blended Delivery – Teacher (Third Party) as Trainer & Assessor

8. Pathways

Students who successfully complete the SIT20125 Certificate II in Tourism course 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 below.



Figure 1. Training and Employment Pathways from SIT20125 Certificate II in Tourism

9. 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, providing online training and assessment, reporting 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, i.e., qualified trainer and assessor), and facilitating training and assessment services on behalf of Binnacle Training including the provision of student support

services such as language, literacy, numeracy and digital literacy (LLND) assistance, course suitability advice, and student wellbeing.

10. Student Enrolment

Student enrolment into the program requires the school to have a current third-party agreement in place.

11. Definitions and Interpretations

Program. The course(s) or qualification(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.