Do you want to work in the travel and tourism industry in a managerial role? This is a great course for people wishing to gain managerial skills required to coordinate tourism and travel operations or marketing and product development activities. You will be able to operate independently, have responsibility for others and make a range of operational business decisions.

This course of study will also assist individuals already employed in the tourism, travel, hospitality and events industries to strengthen their employability skills or support re-training for transfer into another industry sector.

Course code: SIT50112-01V03 | Nationally Recognised Training

This course is delivered online

Course delivery

This online program allows you to complete your Diploma of Travel and Tourism within one year. Studying online, anywhere, anytime means you can control your own learning at a pace you are comfortable with. We advise that each student's workload will be approximately ten hours per week (guideline only) in order to complete the qualification.

A dedicated online facilitator (teacher) manages the learning environment, communicates with students, supports student learning and provides feedback on work submitted.

Entry requirements

Entry to this qualification is open to individuals who can:

• demonstrate travel and tourism industry experience including customer service, operational and management skills or

• who have completed the SIT30112 Certificate III in Tourism, SIT31312 Certificate III in Travel, SIT30612 Certificate in Events or SIT30513 Certificate III in Guiding or

• who complete the Travel & Tourism Skills set (a fast pathway into the Diploma of Travel and Tourism course).

This course requires completion of 17 units of competency consisting of 10 core units and 7 elective units. The units delivered in this course are:

Core units

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>BSBWRT401A</td>
<td>Write complex documents</td>
<td></td>
</tr>
<tr>
<td>SITXCCS501</td>
<td>Manage quality customer service</td>
<td></td>
</tr>
<tr>
<td>SITXCOM401</td>
<td>Manage conflict</td>
<td></td>
</tr>
<tr>
<td>SITXFIN401</td>
<td>Interpret financial information</td>
<td></td>
</tr>
<tr>
<td>SITXFIN402</td>
<td>Manage finances within a budget</td>
<td></td>
</tr>
<tr>
<td>SITXPIN501</td>
<td>Prepare and monitor budgets</td>
<td></td>
</tr>
<tr>
<td>SITXHRM402</td>
<td>Lead and manage people</td>
<td></td>
</tr>
<tr>
<td>SITXMGT401</td>
<td>Monitor work operations</td>
<td></td>
</tr>
<tr>
<td>SITXMGT501</td>
<td>Establish and conduct business relationships</td>
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</tbody>
</table>
Elective units

- SITXWHS401 Implement and monitor work health and safety practices
- BSBSUS301A Implement and monitor environmentally sustainable work practices
- SITXHRM501 Recruit, select and induct staff
- SITXHRM503 Monitor staff performance
- BSBRSK501B Manage risk
- BSBMKG401B Profile the market
- SITXMPR404 Coordinate marketing activities
- BSBCCMM401A Make a presentation

Assessments

A range of assessment methods are used in this course. These include case studies, research projects, practical exercises, online quizzes, video presentations and workplace learning activities each providing you with a portfolio of work experience.

Career opportunities

Job roles and titles vary across different industry sectors. Whether you want to work as manager in retail travel, tour operations, inbound group sales, this course allows you to learn and apply your skills and knowledge in a flexible way that suits you.

Career pathways

Students who complete this course may continue with a pathway that leads to an Advanced Diploma course in Travel and Tourism, Events, Eco-Tourism, Hospitality and Business at the Northern Sydney Institute’s campus locations.

VET FEE-HELP

VET FEE-HELP is available for this course and is offered to eligible students as a payment option on registration.

Recognition of Prior Learning

TAFE NSW recognises the skills and knowledge you have gained in other courses, life experience or at work. You may be able to have your prior learning recognised and credited towards a course of study. Your online program will provide you with information on assessing your own skills against the qualification.

For further general information call 131 674 or go to www.nsi.edu.au/recognition.

How to register

For registration, enrolment details and course enquiries email nsi.onlinecourses@tafensw.edu.au or call 02 9448 4518

Terms and conditions

Withdrawals must be submitted on Withdrawal/Refund application form for VET FEE-HELP students

- A 10% administration fee may apply to withdrawals after an advertised administration date and before an advertised census date for each Unit of Study.
- Students withdrawing from a Unit of Study after an advertised Census date, will be liable for the TAFE NSW full tuition fee or VET FEE-HELP debt for that Unit of Study.

TAFE NSW courses commence only if there are sufficient resources and demand. Every effort was made to ensure this information was accurate as at April 2015. Changes may have taken place since that time.

Contact the Northern Sydney Institute, part of TAFE NSW to confirm course details and availability.