

**COURSE CODE: SIT20107**  
**CERTIFICATE II IN TOURISM - EVENTS**  
**(Site Academy)**

**Available to:** Years 10, 11 and 12  
**Length:** 1 semester (16 weeks)  
**Accreditation:** 40 SACE credits – Stage 1

This course is designed to reflect the role of individuals who work in an events administration, who perform a range of mainly routine tasks and who work under direct supervision.

Students who complete this course will achieve the skills and knowledge to meet the requirements for the following positions: Office Assistant in a Function Centre, Event Sales Assistant, Office Assistant in a Conference Centre and Function Sales Assistant.

Tourism activity contributes to industries including travel agencies, conferences and events, vehicle hire and many more. Tourism is a dynamic industry offering a range of diverse and exciting roles and the opportunity to work and travel throughout the world. Tourism represents the world's largest industry. Much more than just a job – An exciting career!

**Students who successfully complete the Certificate II in Tourism - Events, will be able to complete further study in the Certificate III in Events course held in Semester 2.**

**Aspects to consider:**

- Students gain SACE credits and National Accreditation
- Genuine interest in developing skills in the Tourism/Events Industry
- Students must be prepared to complete their study once a week, during school hours (1pm - 4.30pm) conducted off campus
- Students develop independent learning skills
- Site Academy shirt will be provided during the second or third lesson and is to be accompanied with black pants, black leather enclosed shoes and black socks (no anklets). A plain black shirt to be worn during the first few lessons.
- Cost (see your VET Coordinator)

**Content:**

➤ SITXCOM001A	Work with colleagues & customers	20 hours
➤ SITXCOM002A	Work in a socially diverse environment	20 hours
➤ SITXOHS001B	Follow health, safety and security procedures	10 hours
➤ SITTIND001A	Develop and update tourism industry knowledge	25 hours
➤ SITTSL002A	Access and interpret product information	60 hours
➤ SITXCOM004A	Communicate on the telephone	20 hours
➤ SITXADM001A	Perform office procedures	20 hours
➤ SITXFIN001A	Process financial transactions	20 hours
➤ SITXEVT003A	Process and monitor event registration	20 hours
➤ SITXEVT005A	Organise in-house services	40 hours
➤ SITXCCS002A	Provide quality customer service	30 hours

**Assessment:**

Practical demonstration, discussion, interaction, oral and written questions

**Qualifications gained:**

Certificate II in Tourism – Events SIT20107

**Course pathway:**

This course articulates into the Certificate III in Events (available in Semester 2)

**Contact:** School VET Coordinator