

SIT20116 Cert II in Tourism / CHC24015 Cert II in Active Volunteering

In **year 11 and 12**, students have the opportunity to complete two level II Certificates, off campus, for one day per week at the EBITS centre (located at Boyne Smelters Ltd).

Certificate II in Tourism and Certificate II in Active Volunteering will run concurrently and result in students obtaining a total of up to **6 QCE points**. A combination of competencies from both Training Packages will be delivered to enable completion of the two qualifications.

Please note, if you have already used your VETiS funding, you can still enrol in the Active Volunteering Certificate *only* to obtain up to **4 QCE points**.

Certificate II in Tourism – (Redmako RTO 40700)

This program provides an overview of the Tourism industry and introduces practical administrative skills including safety and security in the workplace, customer service, simple computing tasks and some basic administrative tasks. After achieving this qualification, you will have the knowledge and skills required to work in a junior role in many tourism and travel industry sectors. Work could be undertaken in an office environment where the planning of tourism and travel products and services takes place, in the field where products are delivered or a combination of both.

Units of Competency:

- SITTIND001 Source and use information on the Tourism Travel Industry
- SITXCCS003 Interact with customers
- SITXCOM002 Show social and cultural sensitivity
- SITXWHS001 Participate in safe work practices
- BSBSUS201 Participate in environmentally sustainable work practices
- BSBWOR203 Work effectively with others
- SITXCCS002 Provide visitor Information
- SITHFAB002 Provide responsible service of alcohol
- SITTTSL004 Provide advice on Australian destinations
- SITEXBS001 Use social media in a business
- SITXFIN001 Process financial transactions



Certificate II in Active Volunteering – (TSSHS RTO 30586)

This qualification covers people working in a volunteer capacity and builds on the foundation skills required by all volunteers.

Units of competency:

- CHCDIV001 Work with diverse people | DHCVOL001 Be an effective volunteer
- HLTWHS001 Participate in workplace health and safety
- BSHCMM201 Communicate in the workplace
- FSKNUM14 Calculate with whole numbers and familiar fractions, decimals and percentages for work
- FSKOCM07 Interact effectively with others at work
- FSKRDG10 Read and Respond to routine workplace information



Assessment	Completion of competencies, teacher observations and documentation of learning materials and activities
Special Note	There is an expectation that students will participate in the BYOX laptop program
Delivery	Face-to-face with on-line components
Fees	\$300 (includes EQIP fees and excursion costs, assuming VETiS eligibility) + EBITS uniform
Pre-requisites	There is no pre-requisite requirements for this course
Duration	It is expected that you will complete both courses within the first three terms of the year – returning to school in term 4
Cooling off period	There is a two week cooling off period after enrolment - fees are fully refundable if students withdraw from the course during this time

Contact Tonita Williams (Co-ordinator) for more details 0436 819 404