



# SIT50116 Diploma of Travel and Tourism Management

National ID: SIT50116 | State ID: AZU0

## About this course

### Your future will take off with our Diploma of Travel and Tourism Management

This diploma course can **open up global travel** for your clients, and you. Plus you'll be equipped to access a **diverse range of employment prospects** in areas including travel agencies, tour wholesalers, tour operators, inbound tour operators, tourist attractions, visitor information centres, government tourism agencies and other tourism businesses.

If you're looking for a well-rounded qualification in travel and tourism then this is the ideal course for you. You'll gain experience in a range of skills that are essential for employment in the industry.

### Gain these skills

- Managerial skills
- Sound knowledge of industry operations
- Quality customer service provision
- Coordinate marketing activities
- Manage finances and prepare budgets
- Tourism product management
- e-marketing skills

### Is this course right for me?

I have the following attributes:

- Positive attitude
- Enjoy different countries and cultures
- Attention to detail
- Confident and sales focused
- Strong customer focus

- Able to work under pressure
- Able to work as part of a team
- Good computer skills

## Overview

### Semester 2, 2019

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#### Perth (Northbridge) - On Campus



Duration: **2 Semester/s**



When: **Semester 2, 2019**



How: **On campus**

## Units

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### Core

Unit Title	National ID
Manage diversity in the workplace	BSBDIV501
Source and use information on the tourism and travel industry	SITTIND001
Enhance customer service experiences	SITXCCS007
Develop and manage quality customer service practices	SITXCCS008
Manage conflict	SITXCOM005
Interpret financial information	SITXFIN002
Manage finances within a budget	SITXFIN003
Prepare and monitor budgets	SITXFIN004
Lead and manage people	SITXHRM003
Monitor work operations	SITXMGT001
Establish and conduct business relationships	SITXMGT002
Implement and monitor work health and safety practices	SITXWHS003

## Elective

Unit Title	National ID
Plan e-marketing communications	BSBMKG510
Package tourism products	SITTPPD001
Access and interpret product information	SITTTSL002
Prepare quotations	SITTTSL006
Process reservations	SITTTSL007
Book supplier products and services	SITTTSL008
Source airfares for domestic flights	SITTTSL011
Provide visitor information	SITXCCS002
Recruit, select and induct staff	SITXHRM004
Coordinate production of brochures and marketing materials	SITXMPR001
Coordinate marketing activities	SITXMPR004

## Entrance requirements

You may be eligible for **direct entry** into this Diploma with:

- completion of WACE General or ATAR (minimum C Grades) or equivalent AND
- relevant knowledge and experience

Completion of Certificate III in Tourism or Certificate III in Travel also meets entrance requirements for this Diploma course.

## Job opportunities



[Sales Manager](#) | [Marketing Manager](#)

Other job titles may include:

- Travel Agency Manager | Retail Travel Agency Manager
- Reservations Manager
- Call Centre Manager
- Director / Owner-Operator (small tourism business)
- Tourism Manager | Tour Operations Manager | Cultural Tour Operations Manager

- Visitor Information Centre Manager

Please note this list should be used as a guide only as job titles and qualification requirements may vary between organisations.

## Fees and charges

View our [Indicative Fees list](#)

### Local full time students

Course fees are made up of two components, tuition fees and resource fees.

**Tuition fees** are determined by multiplying the course fee rate by the nominal hours, which is the number of hours in which an average student could be expected to complete each unit. They are not the hours of training or instruction.

**Resource fees** are charges for material that are essential to a course or unit, and are purchased by NMT to be used by students during the course.

Fees may vary depending on the units you are enrolled in so an approximate amount has been shown. You will be given the exact amount of your fees at enrolment. Part time student fees will vary depending on the number of units you are enrolled in.

Please note, you may also need to buy textbooks or equipment for your course.

### International Students

Check [TAFE International WA](#) to confirm this course is available to international students. You will pay your tuition fees to TIWA.

**Please note, fees are subject to change.**