

CERTIFICATE II IN TOURISM (OPERATIONS)

Tourism has become the world's biggest industry and its potential impact on societies and their economical and ecological future is enormous. In addition, tourism is one of Australia's fastest growing and important industries and has assumed increasing importance in Australian society as a source of expanding employment opportunities. This course of study is designed to provide an understanding of the role of the tourism industry and the structure, scope and operation of the related tourism sectors of travel, hospitality and visitor services.

The course has been designed to support the needs of entrants into the tourism industry, and to develop the personal and interpersonal skills that underpin employment in the industry. It examines the dynamic nature of global tourism and the broader social, cultural, ecological and economic implications of sustainable tourism.

COURSE STRUCTURE

This course gives students the opportunity to achieve the nationally recognised Certificate II in Tourism (Operations). The units of competency that may make up this certificate are:

THHCOR01B	Work with colleagues and customers
THHCOR02B	Work in a socially diverse environment
THHCOR03B	Follow health, safety and security procedures
THTTCO01B	Develop and update tourism industry knowledge
THHGCS01B	Develop and update local knowledge
THHGCS02B	Promote products or services
THHGCS03B	Deal with conflict situations
THTSOP02B	Source and provide destination information and advice
THTSOP04B	Sell tourism products and services
THHGGA01B	Communicate on the telephone
THHGFA01B	Process financial transactions

CAREER POSSIBILITIES

On completion of Certificate II in Tourism (Operations) there are a range of options available to students including working in the Tourism Industry in a variety of job roles, working in the Customer Contact Centre Industry or further studies in Tourism.

CAREER PATHWAYS

Further education, employment and training in this area may lead a person to study Tourism at a Diploma level. Diploma courses provide graduates with management level skills which offer opportunities in marketing and product development and tourism and general operations.

ASSESSMENT

Certificate II in Tourism (Operations) is a stand-alone Vocational Education and Training (VET) subject. All assessment is competency-based. Competency-based assessment is the process of collecting evidence and making judgments on whether the student can consistently demonstrate knowledge and skill, and the application of that knowledge and skill to the standard of performance required in a workplace.

All competencies achieved will be listed on the Senior Statement. A level of achievement, such as VHA, HA etc, will NOT appear on the Senior Statement.

Students who achieve competency in all Units of Competency over the two years of study will receive **Certificate II in Tourism (Operations)**. Students who do not complete all Units of Competency will obtain a Statement of Attainment outlining the Units of Competency successfully completed over the two years of the course.

A variety of assessment techniques may be used to determine competencies, including:

- Objective and short response tests

- Response to stimulus tasks
- Project and practical work including projects in the field
- Competency-based performances (including workplace learning)
- On-the-job assessment

LEARNING EXPERIENCES

This course is very practical in nature and involves industry visits (excursions) and visiting guest speakers from industry. Participation in excursions is highly recommended as assessment is based on these experiences. Costs for these will be advised and payment required at the beginning of each semester.

REQUIREMENTS

1 loose leaf folder
A4 paper

Queensland Certificate of Education - 4 points

The Australian Quality Training Framework (AQTF) mandates that all Registered Training Organisations (RTOs), of which Wynnum State High School is one, place the following statement on all courses of study that offer nationally recognised vocational certificates.

"The school must have certain teachers and equipment to run this course. If the school loses access to these resources, the school will attempt to provide students with alternative opportunities to complete the course and the related qualification. The school retains the right to cancel the course if it is unable to meet requirements."

