

SIT30125 Certificate III in Tourism

Course Units

UNIT CODE	UNIT
BSBOPS305	Process customer complaints
SITXCOM010	Manage conflict
BSBTWK501	Lead diversity and inclusion
SITXCOM007	Show social and cultural sensitivity
SITTIND003	Source and use information on the tourism and travel industry
SITTTVL001	Access and interpret product information
SITTTVL002	Provide advice on international destinations
SITTTVL003	Provide advice on Australian destinations
SITTTVL004	Sell tourism products or services
SITTTVL005	Prepare customer quotations
SITXCCS015	Enhance customer service experiences
SITXCCS014	Provide service to customers
SITXCCS010	Provide Visitor Information
BSBPEF402	Develop work priorities
SITXWHS005	Participate in safe work practices