

*Kick start your career with a*

# Certificate II in Tourism (Operations)

from the **Nationally Accredited  
Tourism Training Package**

RTO Number: 320418  
National Provider: 90091

## Tourism Qualification Summary

This entry level course is designed to reflect the role for individuals who work in a tourism context. It covers the skills and techniques for those who will perform a range of mainly routine tasks and who work under direct supervision. This qualification is flexible and broadly-based and is designed to begin careers in a broad range of industry roles in Sales/Office operations, Guiding, Tour Operations, Attractions and Theme Parks, Specific Industry Tourism, Meetings and Events. For those who successfully complete the course will gain a nationally recognised **Certificate II in Tourism (Operations)**.

This Accredited Training is Free to eligible candidates who are 25 yrs or over, do not have a Year 12 (or equivalent) qualification or a Vocational Certificate II Qualification

## Units include:

THHCOR01B	Work with Colleagues and Customers
THHCOR02B	Work in a socially diverse environment
THHCOR03B	Follow health, safety and security procedures
THHTTCO01B	Develop and update tourism industry knowledge
THHGCS01B	Develop and update local knowledge
THHGGA02B	Perform office Procedures
THHGFA01B	Process financial transactions
THHGGA01B	Communicate on the telephone
THHGCS03B	Deal with Conflict situations
THTSOP04B	Sell tourism product and services
THTSOP07B	Book and coordinate supplier services

**For further enquiries or register your interest,  
please call our office on  
(02) 8669 2300**

*Training is funded through the Australian Skills Vouchers Programme.  
Australian Skills Vouchers is an Australian Government Initiative.*

