### Cluster 1: Information Research
- **Unit Code**: SITTIND001
- **Unit Name**: Source and Use Information on the Tourism and Travel Industry
- **Unit Type**: Core

- **Unit Code**: SITXCCS002
- **Unit Name**: Provide Visitor Information
- **Unit Type**: Core Elective Group A

### Cluster 2: Tourism Operations
- **Unit Code**: SITTTS002
- **Unit Name**: Access and Interpret Product Information
- **Unit Type**: Core Elective Group A

- **Unit Code**: SITTTS004
- **Unit Name**: Provide Advice on Australian Destinations
- **Unit Type**: Core Elective Group A

- **Unit Code**: SITTTS005
- **Unit Name**: Sell Tourism Products and Services
- **Unit Type**: Core Elective Group A

### Cluster 3: Tourism Package
- **Unit Code**: SITTTS006
- **Unit Name**: Prepare Quotations
- **Unit Type**: Core Elective Group A

- **Unit Code**: SITTTS008
- **Unit Name**: Book Supplier Products and Services
- **Unit Type**: Core Elective Group A

### Cluster 4: Compliance and Legislation
- **Unit Code**: SITXGLC001
- **Unit Name**: Research and Comply with Regulatory Requirements
- **Unit Type**: Core Elective Group B

- **Unit Code**: SITXWHS003
- **Unit Name**: Implement and Monitor Work Health and Safety Practices
- **Unit Type**: Core

- **Unit Code**: BSBRSK501
- **Unit Name**: Manage Risk
- **Unit Type**: Core Elective Group B

### Cluster 5: Human Resource Management
- **Unit Code**: SITXHRM002
- **Unit Name**: Roster Staff
- **Unit Type**: Core Elective Group B

- **Unit Code**: SITXHRM004
- **Unit Name**: Recruit, Select and Induct Staff
- **Unit Type**: Core Elective Group B

- **Unit Code**: SITXHRM006
- **Unit Name**: Monitor Staff Performance
- **Unit Type**: Core Elective Group B

- **Unit Code**: SITXMGT001
- **Unit Name**: Monitor Work Operations
- **Unit Type**: Core

### Cluster 6: Customer Service
- **Unit Code**: SITXCOM005
- **Unit Name**: Manage Conflict
- **Unit Type**: Core

- **Unit Code**: SITXCCS007
- **Unit Name**: Enhance Customer Service Experiences
- **Unit Type**: Core

- **Unit Code**: SITXCCS008
- **Unit Name**: Develop and Manage Quality Customer Service Practices
- **Unit Type**: Core

- **Unit Code**: SITXMGT002
- **Unit Name**: Establish and Conduct Business Relationships
- **Unit Type**: Core

### Cluster 7: Financial Practices
- **Unit Code**: SITXFIN002
- **Unit Name**: Interpret Financial Information
- **Unit Type**: Core

- **Unit Code**: SITXFIN003
- **Unit Name**: Manage Finances within a Budget
- **Unit Type**: Core

- **Unit Code**: SITXFIN004
- **Unit Name**: Prepare and Monitor Budgets
- **Unit Type**: Core

### Cluster 8: Management
- **Unit Code**: BSBDIV501
- **Unit Name**: Manage Diversity in the Workplace
- **Unit Type**: Core

- **Unit Code**: SITXHRM003
- **Unit Name**: Lead and Manage People
- **Unit Type**: Core

**Total Units: 23**

✓ Completed
MORE DETAILS:

To satisfy the requirements for the award of SIT50116 Diploma of Travel and Tourism Management, students must complete 23 units.

Study Mode/Recommended Study Schedule
There are ten course intakes, available monthly from February to November.

If students have already completed a Certificate III in Tourism, commence from Cluster 4. All other students should commence from Cluster 1.

Please refer to the More Details tab of your course page in the CQU Handbook for further information.

Course Structure Requirements
In the SIT50116 Diploma of Travel and Tourism Management, students are required to complete the following course structure:

- 12 Core Units
- 11 Elective Units

Course Duration
This course is designed to be completed over 12 months of full time study.

Practical Placement Information
Students undertaking this course must be working in the tourism industry or have access to a tourism organisation to complete volunteer work. Students who are already working in a customer service environment such as business or retail may be recognised with their current skills and knowledge.

Student Outcomes, Career Opportunities and Occupations
Possible job titles include: Inbound Groups Manager, Inbound Sales Manager, Incentives Manager, Tour Operations Manager, Marketing Manager, Product Development Manager, Reservations Manager, Travel Agency Manager, Sales Manager, Visitor Information Centre Manager.

Credit Transfer & Recognition of Prior Learning
Credit Transfer: Please refer all enquiries regarding credit transfer for your previous studies to your teacher.

Recognition of Prior Learning (RPL): If you would like to apply for RPL for your on-the-job experience, you can request an RPL kit by emailing rpl@cqu.edu.au.

If you have any questions in regard to your course, please contact the Course Advice Team: 13 CQUni (13 27 86) http://handbook.cqu.edu.au/eforms/index (‘Ask a Course Advisor’ e-form).

PLEASE CHECK THE CQU HANDBOOK FOR TERM AVAILABILITIES AND PRE-REQUISITES AS THEY MAY CHANGE FROM YEAR TO YEAR http://handbook.cqu.edu.au