

Qualification Title: Certificate IV in Tour Operation (Eco Tours)

Labour Division: Tour Operation (Travel Services)

Competency Unit Requirements

Core & Generic Competencies and Functional Competencies required for Tour Operation

**Selection of Functional Competencies must reflect the intended Job Title, local industry requirements, and Certificate level*

Core & Generic Competencies *Must obtain all units*

Travel Services menu

- D2.TCC.CL1.01 Work effectively with customers and colleagues
- D2.TCC.CL1.02 Work in a socially diverse environment
- D2.TCC.CL1.03 Implement occupational health and safety procedures
- D2.TCC.CL1.04 Follow safety and security procedures
- D2.TCC.CL1.05 Communicate effectively on the telephone
- D2.TCC.CL1.06 Manage and resolve conflict situations
- D2.TCC.CL1.07 Develop and update tourism industry knowledge
- D2.TCC.CL1.08 Promote products and services to customers
- D2.TCC.CL1.09 Perform clerical procedures
- D2.TCC.CL1.10 Access and retrieve computer-based data
- D2.TCC.CL1.11 Speak English at a basic operational level
- D2.TCC.CL1.12 Process financial transactions
- D2.TCC.CL1.13 Use common business tools and technology
- D2.TCC.CL1.14 Perform child protection duties relevant to the tourism industry
- D2.TCC.CL1.15 Perform basic First Aid procedures
- D2.TTG.CL3.06 Demonstrate/observe respect for indigenous cultures
- D2.TTG.CL3.07 Develop and co-ordinate appropriate cultural tourism activity
- D2.TTG.CL3.19 Research and share information on indigenous cultures

Functional Competencies* *Must obtain 18 units from*

Travel Services menu

- 14+ from**
- Cluster 3: Tour Guide Services
- Cluster 4: Tour Operations
- Cluster 5: Customer Service, Sales and Marketing
- 1+**
- Cluster 10: English Language Proficiency

Divisional Qualification Framework

for Tour Operation Division from 5 Levels of Qualification

| Level | Qualification |
|----------|--|
| 1 | Certificate II in Tour Operation (Reservations and Ticketing) |
| 1 | Certificate II in Tour Operation (Guiding) |
| 2 | Certificate III in Tour Operation (Reservations and Ticketing) |
| 2 | Certificate III in Tour Operation (Guiding) |
| 2 | Certificate III in Tour Operation (Sales and Finance) |
| 3 | Certificate IV in Tour Operation (Reservations and Ticketing) |
| 3 | Certificate IV in Tour Operation (Guiding) |
| 3 | Certificate IV in Tour Operation (Sales and Finance) |
| 3 | Certificate IV in Tour Operation (Eco Tours) |
| 4 | Diploma of Tour Operation (Supervision and Administration) |
| 4 | Diploma of Tour Operation (Operations) |
| 5 | Advanced Diploma of Tour Operation (Management) |

Associated Job Titles

for Tour Operation Division from 32 Job Titles

| No | Title |
|----|-----------------------------|
| 32 | Tour Manager |
| 31 | Ticketing Manager |
| 30 | Credit Manager |
| 29 | Sales and Marketing Manager |
| 28 | Product Manager |

