

## Qualification Title: Certificate IV in Tour Operation (Reservations and Ticketing)

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

#### **Functional Competencies\*** *Must obtain 18 units from*

Travel Services menu

- 14+ from**
- Cluster 2: Travel Agency – Ticketing
- 3+ from**
- Cluster 1: Common Core Competencies
- Cluster 5: Customer Service, Sales and Marketing
- Cluster 4: Tour Operations
- Cluster 3: Tour Guide Services
- Cluster 9: Resource Management
- 1+ from**
- 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)
<b>3</b>	<b>Certificate IV in Tour Operation (Reservations and Ticketing)</b>
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

