

Qualification Title: Certificate IV in Tour Operation (Sales and Finance)

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.TCS.CL5.01 Apply point of sale handling techniques
- D2.TCS.CL5.06 Co-ordinate marketing activities
- D2.TCS.CL5.21 Prepare and submit quotations

Functional Competencies* *Must obtain 18 units from*

Travel Services menu

14+ from

- Cluster 2: Travel Agency – Ticketing
- Cluster 5: Customer Service, Sales and Marketing
- Cluster 9: Resource Management
- Cluster 7: Financial Administration
- Cluster 6: General Administration

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)
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

