

Qualification Title: Certificate II in Travel Agencies (Reservations and Ticketing)

Labour Division: Travel Agencies (Travel Services)

Competency Unit Requirements

Core & Generic Competencies and Functional Competencies required for Travel Agencies

**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.CL1.04 Follow safety and security procedures
- D2.TCC.CL1.05 Communicate effectively on the telephone
- 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.CL1.11 Speak English at a basic operational level
- 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 10 units from*

Travel Services menu

- 6+ from**
- Cluster 2: Travel Agency – Ticketing
- 3+ from**
- Cluster 1: Common Core Competencies
- Cluster 5: Customer Service, Sales and Marketing
- Cluster 6: General Administration
- Cluster 4: Tour Operations

Divisional Qualification Framework

for Travel Agencies Division from 5 Levels of Qualification

Level	Qualification
1	Certificate II in Travel Agencies (Reservations and Ticketing)
1	Certificate II in Travel Agencies (Sales and Service)
1	Certificate II in Travel Agencies (Operations)
2	Certificate III in Travel Agencies (Reservations and Ticketing)
2	Certificate III in Travel Agencies (Sales and Service)
2	Certificate in Travel Agencies (Operations)
3	Certificate IV in Travel Agencies (Reservations and Ticketing)
3	Certificate IV in Travel Agencies (Sales and Service)
3	Certificate IV in Travel Agencies (Operations)
4	Diploma of Travel Agencies (Supervision and Administration)
5	Advanced Diploma of Travel Agencies (Management)

Associated Job Titles

for Travel Agencies Division from 32 Job Titles

No	Title
27	Travel Consultant
26	Senior Travel Consultant
25	Assistant General Manager
24	General Manager

