

## Qualification Title: Certificate II in Travel Agencies (Operations)

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

**10+ from**

- Cluster 2: Travel Agency – Ticketing
- Cluster 5: Customer Service, Sales and Marketing
- Cluster 6: General Administration
- Cluster 4: Tour Operations
- Cluster 3: Tour Guide Services

### 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)
<b>1</b>	<b>Certificate II in Travel Agencies (Operations)</b>
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

