

Qualification Title: Advanced Diploma of Travel Agencies (Management)

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.CL1.03 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.TCC.CL1.16 Develop protective environments for children in tourism destinations

Functional Competencies* *Must obtain 28 units from*

Travel Services menu

- 7+ from**
- Cluster 7: Financial Administration
- 13+ from**
- Cluster 6: General Administration
- Cluster 8: Human Resource Development
- Cluster 2: Travel Agency – Ticketing
- Cluster 4: Tour Operations
- Cluster 3: Tour Guide Services
- 3+ from (including 2 specified compulsory units**)**
- Cluster 9: Resource Management
- **D2.TRM.CL9.05 Lead and manage people
- **D2.TRM.CL9.16 Monitor work operations
- 3+ from**
- Cluster 10: English Language Proficiency

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 |



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