



# Windsor Institute of Commerce



## School of E-Commerce / School of Tourism (THT31002) Certificate III in Tourism (Operations)



<b>Workplace Relations</b> (80h)	TTHCOR01B	Work with colleagues & customers
	TTHCOR02B	Work in a socially diverse environment
	TTHCOR03B	Follow health, safety and security procedures
	TTHGGA01B	Communicate on the telephone
	TTHGCS03B	Deal with conflict situations
<b>Computing for Business</b> (80h)	BSBCMN 213A	Produce simple wordprocessed documents
	BSBADM 305A	Create and use databases
	BSBADM 306A	Create electronic presentations
	BSBCMN 214A	Create and use simple spreadsheets
	BSBCMN205A	Use business technology
<b>Tourism Destinations</b> (80 h)	THTTCO01B	Develop and update tourism industry knowledge
	TTHGCS01B	Develop and update local knowledge
	THTSOP02B	Source and provide destination information and advice
<b>Tourism Products and Services I.</b> (80h)	THTSOP05B	Prepare quotations
	TTHGSC02B	Promote products and services to customers
	THTSOP03B	Access & interpret product information
	THTSOP04B	Sell tourism products and services
<i>Elective: International Destinations</i> (80 h)		
<b>Additional Electives</b> Accounting Introduction to Marketing Business Principles		
<i>Note: Electives subject to availability</i>		

### Certificate III

The worker will normally be engaged in a workplace in which they:

- demonstrate some relevant theoretical knowledge;
- apply a range of well-developed skills;
- apply known solutions to a variety of predictable problems;
- perform processes that require a range of well-developed skills where some discretion and judgement is required
- interpret available information using discretion and judgement;
- take responsibility for their own outputs in work and learning;
- take limited responsibility for the output of others.