



Windsor Institute of Commerce

	School of E-Commerce/School of Tourism (THT50102) Diploma of Tourism (Marketing and Product Development)	
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Workplace Relations (80h)	THHCOR01B	Work with colleagues & customers
	THHCOR02B	Work in a socially diverse environment
	THHCOR03B	Follow health, safety and security procedures
	THHGGA01B	Communicate on the telephone
	THHGCS03B	Deal with conflict situations
Computing for Business (80h)	BSBCM213A	Produce simple wordprocessed documents
	BSBADM305A	Create and use databases
	BSBADM306A	Create electronic presentations
	BSBCM214A	Create and use simple spreadsheets
	BSBCM205A	Use business technology
Tourism Destinations / International Destinations (160 h)	THTTCO01B	Develop and update tourism industry knowledge
	THHGCS01B	Develop and update local knowledge
	THTSOP02B	Source and provide destination information and advice
Tourism Products and Services I. (80h)	THTSOP05B	Prepare quotations
	THHGSC02B	Promote products and services to customers
	THTSOP03B	Access & interpret product information
	THTSOP04B	Sell tourism products and services
Tourism Products and Services II. (40 hours)	THHPPD03B	Research tourism data
	THTPPD03B	Source and package tourism products and services
Tourism Management (40 hours)	THHGCS04B	Make presentations
	THHGLE11B	Manage quality customer service
	THHGLE12B	Develop and manage marketing strategies
HRM I. (40 hours)	THHGLE08B	Lead and manage people
	THHGTR01B	Coach others in job skills
Office Procedures (40 hours)	THHGGA04B	Prepare business documents
	THHGGA02B	Perform office procedures
	THHGLE02B	Implement workplace health, safety and security procedures
	THHGLE04B	Establish and maintain a safe and secure workplace
Managing Finance I. (80h)	THHGFA06A	Interpret financial information
	THHGLE13B	Manage finances within a budget
	THHGLE14B	Prepare and monitor budgets
Tourism Marketing (80h)	THHGCS08B	Establish and conduct business relationships
	THHGCS07B	Co-ordinate marketing activities
	THHGCS06B	Plan and implement sales activities
	THTSMA02B	Create promotional display / stand
Manage Operations and Legal Requirements (80h)	THHGGA09B	Manage projects
	THHGLE01B	Monitor work operations
	THHGLE20B	Develop and update the legal knowledge required for business compliance
	THHGLE03B	Develop & implement operational plans

Diploma

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

- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, in some cases in substantial depth;
- analyse and plan approaches to technical problems or management requirements;
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations;
- evaluate information, using it in forecasting for planning or research purposes;
- take responsibility for their own outputs in relation to broad quantity and quality parameters;
- take some responsibility for the achievement of group outcomes.