

**UNIT DESCRIPTORS for  
Certificate III in Tourism (International Retail Travel Sales)**

Unit code	Unit title	Unit description
<b>Core Units</b>		
<b>THHCOR01B</b>	<b>Work with colleagues and customers</b>	This unit deals with the interpersonal, communication and customer service skills required by all people working in the tourism and hospitality industries.
<b>THHCOR02B</b>	<b>Work in a socially diverse environment</b>	This unit deals with the cultural awareness that is required by all people working in the tourism and hospitality industries. It includes the cultural awareness required for serving customers and working with colleagues from diverse backgrounds.
<b>THHCOR03B</b>	<b>Follow health, safety &amp; security procedures</b>	This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in the tourism and hospitality industries.
<b>THTCO01B</b>	<b>Develop &amp; update tourism industry knowledge</b>	This unit deals with the skills and knowledge required to develop and update knowledge of the tourism industry, including the role of different industry sectors and key legislation. This knowledge underpins effective performance in all sectors and applies to all people working in the tourism industry. In-depth knowledge is therefore not required.
<b>THHGGA01B</b>	<b>Communicate on the telephone</b>	This unit deals with the skills and knowledge required to communicate effectively on the telephone. It is an essential skill for large numbers of people working in all sectors of the tourism and hospitality industries.
<b>THHGGA02B</b>	<b>Perform office procedures</b>	This unit deals with the skills and knowledge required to complete a range of routine office procedures and activities including writing simple correspondence.

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<b>BSBCMN205A</b>	<b>Use business technology</b>	This unit covers the skills and knowledge required to select, use and maintain business technology. This technology includes the effective use of computer software to organise information and data.
<b>BSBCMN213A</b>	<b>Produce simple word processed documents</b>	This unit covers preparation and production of short routine letters, notes, memos and records using word processing software.
<b>THHGFA01B</b>	<b>Process financial transactions</b>	This unit deals with the skills and knowledge required to process simple financial transactions in a range of tourism and hospitality contexts. These fundamental skills are essential for many people in a frontline customer service role.
<b>THHGCS03B</b>	<b>Deal with conflict situations</b>	This unit deals with the skills and knowledge required to handle difficult interpersonal situations – both with customers and colleagues. The unit covers the conflict resolution skills required by all people working in the tourism and hospitality industries to address the conflicts which may arise in day-to-day work activities.
<b>THTSOP02B</b>	<b>Source and provide destination information and advice</b>	<p>This unit deals with the skills and knowledge required to source and provide destination information and advice including general product information.</p> <p>This unit may be applied in a domestic or international context and is relevant for staff across multiple tourism sectors.</p>
<b>THTSOP03B</b>	<b>Access and interpret product information</b>	<p>This unit deals with the skills and knowledge required to access and interpret specific tourism product information. Tourism personnel need to correctly interpret product information to fulfil a range of sales and operational activities such as selling tourism products and issuing documentation.</p> <p>This unit does not cover detailed interpretation of airfare information.</p>

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<b>Core Units</b>		
<b>THTSOP04B</b>	<b>Sell tourism products and services</b>	This unit deals with the skills and knowledge required to sell tourism services and products proactively in a range of industry contexts. This unit applies to staff, where selling is a key focus of the job role, such as travel consultants, information officers and reservations consultants.
<b>THTSOP05B</b>	<b>Prepare quotations</b>	<p>This unit deals with the skills and knowledge required to calculate the costs of products and services accurately and to present quotations to customers. This unit applies to many sales staff across multiple tourism sectors including travel consultants, reservations sales agents and event coordinators or managers.</p> <p>Generally, this unit relates to the provision of quotations for products and services where some costing and pricing has already been undertaken in the product development phase.</p>
<b>THTSOP07B</b>	<b>Book and coordinate supplier services</b>	This unit deals with the skills and knowledge required to make and administer bookings for tourism or hospitality products or services. It describes the coordination of bookings with suppliers, normally a business to business supply.
<b>THTSOP08B</b>	<b>Operate a computerised reservations system</b>	<p>This unit deals with the skills and knowledge required to use a computerised reservations system to create bookings for a range of tourism or hospitality products and services. The system will vary depending upon the enterprise and industry sector. Reservations systems can be used by an agent booking a supplier's service and can also be used by a tourism operator receiving and processing reservations.</p> <p>This unit covers the use of the industry-wide systems commonly used by retail travel agencies (CRS).</p>
<b>THTSOP09B</b>	<b>Process non-air documentation</b>	This unit deals with the skills and knowledge required to process a range of documentation commonly used or issued within the tourism industry. It does not include documentation for air travel.

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<b>THTSOP18A</b>	<b>Process air documentation</b>	<p>This unit deals with the skills and knowledge required to correctly process and issue tickets and other air travel documentation for air itineraries which have been constructed, costed and confirmed by airfare sales staff to the customer.</p> <p>Tickets may be issued by sales staff or by specialist ticketing staff, dependant on the structure of the organisation.</p>
<b>THTSOP19A</b>	<b>Construct domestic airfares</b>	<p>This unit deals with the skills and knowledge required to correctly construct air itineraries and cost airfares for domestic air travel.</p>
<b>THTSOP20A</b>	<b>Construct normal international airfares</b>	<p>This unit deals with the skills and knowledge required to correctly construct international air itineraries and cost normal international airfares.</p>
<b>THTSOP21A</b>	<b>Construct promotional international airfares</b>	<p>This unit deals with the skills and knowledge required to correctly construct international air itineraries and cost promotional or 'special' international airfares.</p>
<b>Elective Units</b>		
<b>THTSOP14B</b>	<b>Administer Billing Settlement Plan</b>	<p>This unit deals with the skills and knowledge required to administer Billing and Settlement Plan (BSP) for any enterprise involved in the sale and ticketing of airfares.</p>