## TRAVEL AND TOURISM FUNDAMENTALS

<table>
<thead>
<tr>
<th>SGA Code</th>
<th>SGA Learning Unit</th>
<th>Embedded Units of Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1410</td>
<td>Travel and Tourism Research</td>
<td>SITTIND201 Source and use information on the tourism and travel industry</td>
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<tr>
<td>1411</td>
<td>Cultural Diversity</td>
<td>SITXCOM201 Show social and cultural sensitivity</td>
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<tr>
<td>1394</td>
<td>Australian Travel Advice</td>
<td>SITTTSL302 Provide advice on Australian Destinations</td>
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<tr>
<td>1420</td>
<td>Travel Administration and Bookings</td>
<td>SITXCCS201 Provide visitor information&lt;br&gt;SITTTSL201 Operate an online information system&lt;br&gt;SITTTSL202 Access and interpret product information&lt;br&gt;SITTTSL307 Process travel-related documentation&lt;br&gt;SITTTSL306 Book supplier services</td>
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<tr>
<td>1398</td>
<td>Customer Relationships</td>
<td>SITXCCS401 Enhance the customer service experience</td>
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<tr>
<td>1418</td>
<td>Tourism Sales</td>
<td>SITTTSL303 Sell tourism products and services</td>
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</tbody>
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