



CERTIFICATE IV IN BUSINESS with a major in Travel Practices

SGA Subject*	Purpose Statement
Word Processing	This subject will provide the learner with the knowledge and skills to prepare and produce short routine letters, notes, memos and records using word processing software.
Presentation Graphics	This subject will provide the learner with the knowledge and skills to design electronic presentations for speakers, self-access and on-line access.
Produce Business Documents	This subject will provide the learner with the knowledge and skills to produce various business documents, including selecting and using a range of functions on a computer application.
Workplace Communication	This subject will provide the learner with the knowledge and skills required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence, including specifying the outcomes required to plan, draft and review a basic document before writing the final version.
Research and Reporting	This subject will provide the learner with the knowledge and skills to gather, organise and present workplace information using available systems. It includes researching business information using Internet, intranet or extranet, and reporting on research outcomes.
Make a Presentation	This subject covers the preparation, delivery and review of a presentation to a target audience.
Innovation and Change	This subject will provide the learner with the knowledge and skills to contribute ideas for improved work practices and to support and promote the implementation of innovative work practices to effect change.
Supervise Work Team	This subject specifies the outcomes required of frontline managers to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation. It will provide the learner with the skills and knowledge required to promote the use and implementation of innovative work practices to effect change.
Organise Meetings	This subject will provide the learner with the knowledge and skills to organise meetings including agendas, papers, participants and minutes.
Prepare Financial Documents	This subject will provide the learner with the knowledge and skills to process financial transactions including petty cash, invoicing and banking in a business environment.
Maintain Financial Records	This subject will provide the learner with the knowledge and skills to maintain financial records for a business, including maintaining daily financial records, reconciling debtors and creditor's systems and preparing a trial balance. It also includes monitoring cash control for accounting purposes.
Computerised Accounting	This subject uses a manual accounting system to enable the learner to competently provide and interpret reports of financial activity for business both in response to client requests and to meet statutory requirements. The learner is then required to establish and operate under supervision, a contemporary computerised accounting system to generate reports, interpret these, and provide concise financial recommendations.
Organise Business Travel	This subject will provide the learner with the knowledge and skills to organise domestic and overseas business trips and associated itineraries, and make travel arrangements.
Introduction to Travel and Tourism	This subject will provide the learner with the knowledge and skills to access, increase and update knowledge of the tourism industry, including the role of different industry sectors and key legislation.
Travel and Tourism Sales	This subject will provide the learner with the skills and knowledge to access and interpret product information, prepare quotations and non-air documentation, and sell tourism products and services.



Destinations and Products – Australasia	This subject will provide the learner with the knowledge and skills to source and interpret destination information and package tourism products for travel within Australia and the Asia-Pacific region.
Australian Fares and Ticketing/Billing Settlement Plan	This subject will provide the learner with the knowledge and skills to correctly process and issue tickets and other air travel documentation for domestic air itineraries which have been constructed, costed and confirmed by airfare sales staff to the customer. It will also require the learner to administer Billing and Settlement Plan (BSP) for any enterprise involved in the sale and ticketing of airfares.

* Embedded within each subject is a cluster of endorsed national units of competency.