CARAVAN INDUSTRY NATIONAL COMPETENCY STANDARDS

CARAVAN PARK OPERATIONS

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CUSTOMER SERVICE AND ADMINISTRATION

Unit THCPAR01A

Perform Caravan Park Accommodation Procedures

Unit Descriptor	This unit deals with the preparation and organisation of caravan park accommodation, including booking in and booking out procedures.

Element	**Performance Criteria**
1 Maintain camp, caravan sites, on-site caravans and chalets	• Sites are maintained in a clean, tidy and undamaged condition.
	• Assistance with cleaning of on-site vans and chalets is provided in accordance with organisation specifications.
	• Stock takes are conducted of equipment and appliances in on-site vans and chalets.
	• Equipment and appliances in on-site vans and chalets are arranged in accordance with organisation specifications.
	• Condition and volume of LPG in the on site cylinder are checked and refilling or replacement is undertaken if required.
	• Organisation for on-site vans and chalets safety and hygiene checklists are followed.
	• Losses, irregularities, breakages, poor hygiene, damage and malfunctions are reported to appropriate personnel.
2 Provide guest support	• Park guests are welcomed in a warm and friendly manner.
	• The procedures for parking and securing a caravan or motor home on a site are explained.
	• Guests are informed of the operation and use of guest facilities within the park.
	• Guests are appropriately informed of local and regional tourist areas and recreational activities.
	• Guests are escorted to their site or accommodation and assisted in the location and securing of their van or motor home.
	• Guests needs are met through timely and appropriate questioning.
	• Guest complaints, queries and concerns are responded to and reported appropriately.

Competency Standards

3	Carry out booking and booking out procedures	• Client accommodation enquiries are dealt with in a friendly and professional manner. • Caravan park booking in and booking out procedures are conducted according to organisation and regulatory specifications. • Site and accommodation inspections are conducted prior to guest departure and any irregularities reported to appropriate personnel.
4	Assist in the implementation of all legislative and regulatory requirements in relation to caravan parks	• The requirements of applicable State/Territory residential tenancy acts are observed. • Guests are registered according to regulatory requirements. • Guests are informed of any regulations or legislation which may impact on their residence in the caravan park.
5	Encourage safety and harmony within the caravan park	• Guests are informed of sources of repairs and accessories for the vehicle and outdoor accommodation. • Guests are assisted in the checking of tyre pressures. • Guests are assisted with safe LPG handling. • Vehicle towing assistance is provided to guests as required. • Any considered dangers associated with electrical connections and LPG are reported to appropriate personnel. • Guests are informed of breaches of organisation guest rules. • Appropriate personnel are advised of breaches of organisation guest rules. • Communication with guests is conducted in a friendly and professional manner.

Range of Variables

- This unit applies to caravan parks within the broad context of the tourism and hospitality sectors. The caravan park may be small or large, metropolitan or regional in location.

- Accommodation may include caravans, motor homes, tents and chalets.

- Guests may include visitors (eg tourists), temporary or permanent residents.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - relevant state and commonwealth legislative requirements (eg Tenancy Acts)

  - relevant local government regulations

  - organisation procedures and requirements

  - regional and local tourist areas and recreational activities

  - relevant tourist information such as brochures, maps and transport

  - types of caravan park accommodation

  - booking in and booking out procedures including clerical, computerised processes, handling of monies and bonds and associated legal requirements

  - electrical safety requirements, power rules and regulations

  - water use requirements and conservation measures

  - LPG handling

  - maintenance of tyre pressure in a range of vehicles

  - vehicle towing

  - communication establishing and maintaining rapport with guests.

Context of Assessment:

- This unit can be assessed on or off the job. Assessment should include practical assessment either in the workplace within a simulated environment. This should be supported by a range of methods to assess underpinning knowledge.

- Competency is to be demonstrated by construction of a component (in the Range of Variables), using the required materials and tools.

Critical Aspects of Assessment:

- Evidence should include a demonstrated understanding of caravan park operations and the roles of all those who contribute to the effective functioning of a caravan park.

- Ability to follow established organisation, legislative, regulatory and safety procedures in the operation of caravan park accommodation must be demonstrated.

Linkages to Other Units:

- There is a strong link between this unit and a range of operational and service units such as:

  - THHGC501A   Develop and Up-Date Local Knowledge

  - THHGGA01A   Communicate on the Telephone

  - THHCOR01A   Work with Colleagues and Customers

  - THCGH504A   Handle Hazardous Materials Safely.

- Combined training/assessment may be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THCPAR02A

Co-ordinate Caravan Park Office

Unit Descriptor	This unit deals with the skills and knowledge required for ensuring that administration and clerical functions are maintained and implemented. This unit is equivalent to the National Clerical-Administrative Competency Standards (Private Sector) Standards COM401, INF401 and TEC402.

Element

1   Maintain office procedures

2   Process data in response to information requests

Performance Criteria

- Office supplies are regularly monitored, recorded and reordered as required according to organisation policy.
- Organisation policies and procedures with regard to special requests, requirements are implemented without undue delay.

- Requests for information are documented and responses identified according to organisation policy.
- Relevant external information sources are identified.
- Access to identified sources is identified.
- Relevant information is accessed and extracted.
- Where available information does not match defined needs, options and alternatives are identified and offered, based upon:
  - regulatory requirements
  - cost effectiveness
  - organisation policy.
- Extracted information is accurately copied or summarised.
- Appropriate regulatory records and compiled and updated to maintain security and confidentiality of contents.

3	**Compose reports, correspondence**	• Relevant information is collated and edited as required.
		• Text is written in clear, concise, easily understood language.
		• Correct spelling, punctuation and grammar are used.
		• Correspondence/reports are drafted and set out according to organisation policy.
		• Reports are produced, edited and dispatched to appropriate personnel.
		• Final reports are copied and securely filed according to organisation policy.
4	**Maintain existing recording and filing systems**	• Record systems are maintained according to organisation policy.
		• New documents are allocated to designated category.
		• Issue and return of document's monitored to ensure the integrity of the system is maintained.
		• Documents are archived/removed/updated to ensure maximum space available for current records.
		• Required files are correctly identified and located and dispatched to nominated person or section within designated time limits.
		• File and document movements are monitored and recorded.
		• Documents are maintained in good condition and in correct location.
		• Confidential files are separated from general files, with access available to nominated persons only.
		• Security system is monitored to ensure issued files traceable at all times.
5	**Maintain computer storage media**	• Storage media and filing systems are maintained according to organisation policies and procedures.
		• Diskettes are formatted using correct procedures.
		• Backup files are created to ensure safety, security and confidentiality of files maintained.
		• Backup files are stored in the designated manner and location.
		• Virus checks are made regularly on the system and all backup storage media.
		• Hardware is stored in accordance with manufacturer's instructions.
		• Software is filed and stored in accordance with organisational procedures.

		•	OH&S guidelines relating to screen-based equipment and ergonomic workstations are observed.
6	**Maintain computer filing system**	•	Document filing requirements are determined and filing system created.
		•	Filing system reflects the size, nature and complexity of the workplace.
		•	Security checks are inserted where necessary.
		•	File names are inserted into the filing system as required.
		•	Filing systems are regularly updated by deleting or archiving old files.
		•	Programs are exited in accordance with screen prompts to preserve data.

Range of Variables

- This unit applies to caravan parks within the broad context of the tourism and hospitality sectors. The caravan park may be small or large, metropolitan or regional in location.

- The following variables may be present:
    - size, type and location of organisation
    - caravan park information systems
    - resources required to complete tasks
    - recording and documenting systems
    - filing systems may be paper based or electronic
    - types of equipment used
    - storage media e.g.
        - hard disk
        - floppy disk
        - CD ROM.
    - organisational procedures and policies in regard to format and technical vocabulary
    - organisational procedures and policies with regard to backup procedures and file maintenance
    - complexity of software packages used
    - instructions e.g.
        - manufacturer's guidelines
        - procedures manual
        - training notes.
    - organisation goals
    - OH&S requirements and any other government legislation relevant to the caravan industry
    - range of responsibilities/job description.

- Special requests/requirements may include:
    - caravan park accommodation procedures
    - tourism activities
    - courier service
    - transport
    - taxi, cab charge
    - special mail procedures.

Evidence Guide

Underpinning Skills and Knowledge:

- Evidence of knowledge and expertise relevant to the following is required:
    - organisation policies and procedures in regard to organisation administration and financial systems
    - system and methods for organisation of work routine
    - knowledge of appropriate clerical/office filing systems
    - mail procedures
    - transport procedures including cab charge and courier services
    - caravan park accommodation procedures
    - tourism-related activities
    - systems/procedures for processing information
    - knowledge of office technology e.g.
        - computer printer
        - software packages.
    - time management
    - planning
    - literacy and numeracy skills in regard to processing, recording and documenting information.

Context of Assessment:

- This unit can be assessed on or off the job. Assessment should include practical assessment either in the workplace within a simulated environment. This should be supported by a range of methods to assess underpinning knowledge.

- Competency is to be demonstrated by construction of a component (in the Range of Variables), using the required materials and tools.

Critical Aspects of Assessment:

- To indicate understanding and knowledge of organisation administration and clerical systems, the following should be checked:
    - requests for information are responded to promptly
    - organisation goals are maintained
    - routine texts are read and understood
    - appropriate information is given to clients
    - correspondence is produced which is relevant to requests
    - correct spelling and grammar is used in correspondence
    - filing system is operated efficiently
    - the integrity of the computer filing system is maintained

- the integrity of the on-line information system is maintained
- back-up files are created and security ensured
- problems are identified and solutions implemented with assistance if necessary.

Linkages to Other Units:

- There is a link between this unit and a range of specialized units with a clerical/administrative focus and combined training/assessment may be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	2
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	1
Solving Problems	2
Using Technology	2

Unit THHCOR02A

Work in a Socially Diverse Environment

Unit Descriptor	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.

Element	**Performance Criteria**
1 **Communicate with customers and colleagues from diverse backgrounds**	• Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity. • Verbal and non verbal communication takes account of cultural differences. • Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other person's language. • Assistance from colleagues, reference books or outside organisations is obtained when required.
2 **Deal with cross cultural misunderstandings**	• Issues which may cause conflict or misunderstanding in the workplace are identified. • Difficulties are addressed with the appropriate people and assistance is sought from team leaders. • When difficulties or misunderstandings occur, possible cultural differences are considered. • Efforts are made to resolve the misunderstanding, taking account of cultural considerations. • Issues and problems are referred to the appropriate team leader/supervisor for follow up.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Cultural differences may include but are not limited to those of the following nature (examples only):
    - race
    - language
    - special needs
    - disabilities
    - family structure
    - gender
    - age
    - sexual preference.

- Possible cultural differences may include but are not limited to:
    - language spoken
    - forms of address
    - levels of formality/informality
    - non-verbal behaviour
    - work ethics
    - personal grooming
    - family obligations
    - recognised holidays
    - customs
    - special needs
    - product preferences.

- Attempts to overcome language barriers may be made to:
    - meet and greet/farewell customers
    - give simple directions
    - give simple instructions
    - answer simple enquiries
    - prepare for, serve and assist customers
    - describe goods and services.

- Outside organisations may include but are not limited to:
  - interpretative services
  - diplomatic services
  - local cultural organisations
  - appropriate government agencies
  - educational institutions.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - principles that underpin cultural awareness

  - recognition of the different cultural groups in Australian society

  - basic knowledge of the culture of Australia's indigenous and non indigenous peoples

  - recognition of various international tourist groups (as appropriate to the sector and individual workplace)

  - principles of Equal Employment Opportunity (EEO) and anti-discrimination legislation as they apply to individual employees.

Context of Assessment:

- This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- The focus of this unit will vary depending upon the cultural context of the workplace and the cultural background of the individual. Assessment should take account of the cultural variances and requirements that apply in particular situations.

- Evidence of competence should relate to different communication and customer service contexts and may need to be collected over a period of time.

- Look for:
  - knowledge of what it means to be 'culturally aware'

  - ability to communicate effectively with customers and colleagues from a broad range of backgrounds as required for the relevant job role.

Linkages to Other Units:

- This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units. This unit also has a very strong link with THHCOR01A Work with Colleagues and Customers and repetition in training should be avoided.

- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

Competency Standards

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	-

Unit THTTCO01A

Develop and Update Tourism Industry Knowledge

Unit Descriptor	This unit deals with the skills and knowledge required to access, increase 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.

Element

1   Seek information on the tourism industry

Performance Criteria

- Sources of information on the tourism industry are correctly identified and accessed.
- Information to assist effective work performance within the industry is obtained, including information on:
    - economic and social significance of the tourism industry and the role of local communities
    - different tourism markets and their relevance to industry sectors
    - relationships between tourism and other industries
    - different sectors of the industry, their inter-relationships and the services available in each sector
    - major tourism industry bodies
    - environmental issues for tourism
    - industrial relations
    - specific features of the local/regional industry
    - career opportunities within the industry
    - the roles and responsibilities of individual staff members in a successful tourism business
    - work organisation and time management
    - quality assurance.
- Specific information on the sector of work is accessed.
- Industry information is correctly applied in day-to-day work activities.

Competency Standards

| 2 | **Update tourism industry knowledge** | • | Informal and/or formal research is used to update general knowledge of the tourism industry. |
| | | • | Updated knowledge is shared with customers and colleagues as appropriate, and incorporated into day-to-day work activities. |

Range of Variables

- This unit applies to all sectors of the tourism industry.
  - information sources may include but are not limited to:
    - media
    - reference books
    - libraries
    - unions
    - industry associations and organisations
    - industry journals
    - computer data, including Internet
    - personal observations and experience.
  - industries other than tourism may include but are not limited to:
    - entertainment
    - arts
    - sports
    - agriculture
    - conservation
    - science and research
    - retail.
  - environmental issues may include but are not limited to:
    - protection of natural and cultural integrity
    - minimal impact operations
    - environmental sustainability
    - waste management
    - energy-efficient operations
    - land ownership
    - land access and usage.
  - economic and social issues may include but are not limited to:
    - employment
    - effect on local amenities/facilities
    - population change due to tourism development
    - community role in tourism.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - different sectors of the tourism industry and their inter-relationships, including a general knowledge of the roles and functions of the following sectors:
    - accommodation
    - attractions and theme parks
    - tour operators
    - tour wholesalers
    - retail travel agents
    - information services sector (local, regional, national)
    - meetings and events.
  - overview of quality assurance in the tourism industry and the roles and responsibilities of individual staff members in quality assurance
  - overview of how to organise time and work in different industry contexts
  - tourism industry information sources
  - basic research skills:
    - identification of relevant information
    - questioning techniques to obtain information
    - sorting and summarising information.
  - legislation (both State and Federal) which applies across the industry in the following areas (name, primary objective and impact on individual staff only):
    - consumer protection
    - duty of care
    - equal employment opportunity
    - anti-discrimination
    - workplace relations.

Context of Assessment:

- This unit may be assessed on or off the job. Assessment should include a form of practical demonstration, plus a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- The specific focus of this unit will depend upon the industry sector. Pre-vocational training programs may include coverage of all industry sectors.

- Look for:
    - ability to source industry information
    - general knowledge of the tourism industry, including main roles, functions and inter-relationships of different sectors, with a more detailed knowledge of issues which relate to a specific sector or workplace.

Linkages to Other Units:

- This is a core unit that underpins effective performance in all other units. It is recommended that this unit is delivered/assessed in conjunction with other operational and service units.

- There is a strong link between this unit and unit THHGGA03A Source and Present Information, and combined training and assessment may be appropriate.

- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts, with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	1

Unit THHGCS01A

Develop and Update Local Knowledge

Unit Descriptor	This unit deals with the skills and knowledge required to build and maintain the local knowledge that is required to effectively respond to customer information requests in a range of tourism and hospitality enterprises. This unit reflects a situation where the provision of information is not the primary job role. The unit has a link to unit THTSOP02A Source and Provide Destination Information and Advice, (Tourism Training Package) where the provision of advice is the primary job role.

Element	**Performance Criteria**

1 **Develop local knowledge**	• Sources for information on the local area are correctly identified and accessed.
	 • Information is recorded and filed for further use as appropriate.
	 • Information commonly requested by customers is correctly identified and obtained including:
	     • enterprise information
	     • local transport
	     • local attractions
	     • local customs.

2 **Update local knowledge**	• Informal and/or formal research is used to update local knowledge. • Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day-to-day working activities.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- The range of local information required will vary according to the particular industry sector and individual workplace.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - sources of information for enterprise and local knowledge.

Context of Assessment:

- This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Look for:
  - ability to source accurate and current information on the local area.

Linkages to Other Units:

- This unit underpins effective performance in a range of other units and combined delivery/assessment may be appropriate. Examples may include but are not limited to:
  - hospitality:
    - THHBH01A   Provide Housekeeping Services to Guests
    - THHBF010A Provide Porter Services
    - THHBF02/3A Provide Accommodation Reception Services.
  - tourism:
    - WRRS.2A   Advise on Products and Services
    - many other units in the Attractions and Theme Parks Section.

- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THHGCS03A

Deal With Conflict Situations

Unit Descriptor	This unit deals with the skills and knowledge required to handle difficult interpersonal situations – both with customers and colleagues.

Element	**Performance Criteria**
1 Identify conflict situations	• Potential for conflict is quickly identified and swift and tactful action is taken to prevent escalation. • Situations where personal safety of customers or colleagues may be threatened are quickly identified and appropriate assistance is organised.
2 Resolve conflict situations	• Responsibility is taken for finding a solution to the conflict within scope of individual responsibility. • All points of view are encouraged, accepted and treated with respect. • Effective communication skills are used to assist in the management of the conflict. • Accepted conflict resolution techniques are used to manage the conflict situation and develop solutions.
3 Respond to customer complaints	• Complaints are handled sensitively, courteously and discreetly. • Responsibility is taken for resolving the complaint. • The nature and details of the complaint are established and agreed with the customer. • Appropriate action is taken to resolve the complaint to the customer's satisfaction wherever possible. • Where appropriate, techniques are used to turn complaints into opportunities to demonstrate high quality customer service. • Any necessary documentation is completed accurately and legibly within time constraints.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Conflict situations may include but are not limited to:
  - customer complaints
  - conflicts among work colleagues
  - refused entry
  - drug or alcohol affected persons
  - ejection from premises
  - delayed customers.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - conflict resolution skills (incorporating communication skills)
    - problem-solving skills
    - procedures for customer complaints.

Context of Assessment:

- This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Look for:
    - knowledge of conflict resolution techniques
    - ability to apply conflict resolution techniques to resolve a range of different conflict situations in contexts appropriate to the sector and workplace.

Linkages to Other Units:

- This unit underpins effective performance in a range of other units. Depending upon the industry sector and workplace, combined assessment/training may be appropriate. Examples may include but are not limited to:
    - THHGCS08A   Establish and Conduct Business Relationships
    - THHGLE01A   Monitor Work Operations
    - THHGLE08A   Lead and Manage People
    - THHGLE09A   Manage Workplace Diversity
    - all training units.

- Note that problem-solving is included in both this unit and unit THHGLE01A Monitor Work Operations. Care should be taken to avoid duplication in assessment and training.

- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	3
Planning and Organising Activities	2
Working with Others and in Teams	3
Using Mathematical Ideas and Techniques	-
Solving Problems	3
Using Technology	1

Unit THTSOP01A

Operate an Automated Information System

Unit Descriptor	This unit deals with the skills and knowledge required to operate an automated information system. The system used will vary according to the enterprise and industry sector.

Element

Performance Criteria

1   Access information on an automated system

- Information requirements are correctly identified.
- The system is correctly and efficiently accessed.
- Appropriate search methods are selected for the type of information required.
- Features of the system are used to access and manipulate the full range of system information.

2   Download information

- Required information is correctly selected.
- Information is downloaded in accordance with system procedures.

Range of Variables

- This unit applies to all tourism industry sectors.

- Information systems will vary depending upon the enterprise and industry sector but could include:
    - internet
    - enterprise designed systems
    - State/National tourism information systems.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - role of automated information systems in the tourism industry
  - basic keyboarding skills.

Context of Assessment:

- This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Look for:
  - knowledge of the role of automated systems within the tourism industry
  - ability to access and retrieve a range of information from an automated system within enterprise acceptable timeframes.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
  - THHGCT01A   Access and Retrieve Computer Data

- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	-
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THTSOP02A

Source and Provide Destination Information and Advice

Unit Descriptor	This unit deals with the skills and knowledge required to source and provide destination information and advice. It may be applied in a domestic or international context.

Element

Performance Criteria

1 Develop destination knowledge

- Information sources for current and accurate information on destinations are correctly identified and accessed.
- Information on features of the destination and the general style of tourism products available is obtained.
- Information to meet different customer needs is accurately identified and obtained.
- Information is recorded and stored for future use in accordance with enterprise systems.

2 Update destination knowledge

- Informal and formal research is used to update destination and general product knowledge.
- Feedback on experience with destinations is sought from both colleagues and customers and provided to other organisations where appropriate.
- Updated information is shared with colleagues in accordance with enterprise procedures.

3 Provide destination information and advice

- Information and advice needs are accurately identified.
- A range of current and accurate destination and general product information and advice is provided in a timely manner in accordance with organisation procedures.
- Scope and depth of the information are appropriate to customer needs.
- Information and advice are presented in an appropriate format and style.

Range of Variables

- This unit applies to all sectors of the tourism industry where advice on destinations is provided to customers.

- The range of destination knowledge will vary according to the industry sector and workplace. Training organisations should ensure the tailoring of this knowledge to meet the specific needs of the target group. For example, in a retail travel context both domestic and international knowledge would be required.

- Destination knowledge may include but is not limited to:
  - major tourist areas
  - geographic features
  - history
  - local economy
  - local customs
  - special regional features
  - cultural elements
  - special features of the host community
  - appropriate health and safety considerations
  - climate and seasonal factors
  - local facilities
  - banking, currency information.

- General product information may include but is not limited to:
  - styles of product available within the destination
  - seasonal availability of product.

- Informal and formal research may include but is not limited to:
  - informal discussions with colleagues
  - formal study
  - reading of brochures
  - trade and general media
  - product updates and launches
  - promotional seminars
  - direct contact with other organisations
  - familiarisations
  - reading of travel guide books
  - accessing the internet.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - sources of information on destinations
    - knowledge of industry information networks
    - typical ways that individuals update their knowledge in the tourism industry
    - understanding of the ways in which customers seek information.

Context of Assessment:

- This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Look for:
    - ability to research current, relevant and accurate information on tourism destinations and the styles of product offered in those destinations
    - knowledge of current industry information networks and sources.

Linkages to Other Units:

- There is a strong link between this unit and the following units:
    - THTSOP03A   Access and Interpret Product Information
    - THHGCS01A   Develop and Update Local Knowledge.

- Depending upon the industry sector and workplace, combined training/assessment may be appropriate.

- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

Special Note:

- The destination knowledge focus of this unit will vary depending upon the industry sector and workplace. Training organisations should ensure the tailoring of this knowledge to meet the specific needs of the target group. Providers of pre-vocational training programs may elect to cover a broad range of destination knowledge in both a domestic and international context.

Competency Standards

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	2
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	1

Unit THTSOP03A

Access and Interpret Product Information

| Unit Descriptor | This unit deals with the skills and knowledge required to access and interpret a range of specific tourism product information. It may be applied in a domestic or international context. |

Element	**Performance Criteria**
1 Identify and access product information	• Sources of product information are correctly identified and accessed.
	• Appropriate sources are selected in accordance with enterprise policy, commercial agreements and specific needs.
2 Interpret product information	• Information sources are correctly interpreted and applied including:
	• timetables
	• brochures.
	• Specific product information is correctly interpreted and applied including:
	• costs/tariffs/rates
	• conditions and rules
	• scheduling information
	• product codes
	• booking procedures.
3 Provide product advice	• Product advice and information needs are accurately identified.
	• Current and accurate product advice and information are provided in a timely manner.
	• Scope and depth of the information are appropriate to customer needs.
	• Information and advice are presented in an appropriate format and style.

Range of Variables

- This unit applies to all tourism industry sectors that deal extensively with a wide range of products and services from across the tourism spectrum.

- Product information systems may be manual or automated.

- Please note that this unit is not intended to include detailed interpretation of airfare information. This is found in other units.

- Sources of product information may include but are not limited to:
  - brochures
  - timetables
  - computer
  - tariff sheets
  - confidential tariff.

- Products may include but are not limited to:
  - transportation
  - touring product
  - cruises
  - accommodation
  - attractions (natural and built)
  - special events
  - recreational activities
  - convention facilities
  - food and beverage/catering
  - currency and banking services.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - major categories of tourism products
    - industry terminology and common abbreviations in relation to major product categories
    - general procedures in relation to major product categories
    - specific legal issues relating to different product categories.

Context of Assessment:

- This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through simulation. This should be supported by a range of methods to assess underpinning knowledge.

- For this unit simulated workplace activities must be undertaken using current industry product information services.

Critical Aspects of Assessment:

- Look for:
    - ability to access and correctly interpret information on different categories of tourism products within enterprise acceptable timeframes
    - knowledge of product terminology and procedures. The range of products will vary according to the industry sector and workplace.

Linkages to Other Units:

- There is a strong link between this unit and the following units:
    - THTSOP02A   Source and Provide Destination Information and Advice
    - THTSOP04A   Sell Tourism Products and Services
    - THTSOP05A   Prepare Quotations.

- Combined delivery/assessment may be appropriate.

- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

Competency Standards

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	2
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THTSOP06A

Receive and Process Reservations

Unit Descriptor	This unit deals with the skills and knowledge required to receive and process reservations for a tourism product or service. The selling focus for reservations staff is found in unit THTSOP04A Sell Tourism Products and Services

Element	Performance Criteria
1 Receive reservation request	• Availability of requested reservation is correctly determined and politely advised to the customer. • Alternatives are offered if the requested booking is not available including waitlist options. • Inquiries regarding costs and other product features are accurately answered.
2 Record details of reservation	• Customer profile/history is checked if available and information used to assist in making the reservation and to enhance customer service. • Customer details are accurately recorded in the booking. • Special requests are recorded clearly and accurately in accordance with enterprise requirements. • Payment details are accurately recorded. • Details are confirmed and agreed with the customer. • Reservation is completed and filed in a manner which ensures easy access and interpretation by others.
3 Update reservations	• Payments received are accurately recorded and processed in accordance with enterprise procedures. • Cancellations and alterations to reservations are accurately recorded in accordance with customer request and enterprise procedures.
4 Advise others on reservations details	• Appropriate departments and colleagues are advised on general and specific customer requirements and reservation details. • Relevant reservation statistics are compiled accurately on request.

Range of Variables

- This unit applies to all tourism and hospitality sectors where reservations for services are received.

- Reservations systems may be manual or automated.

- Reservations may be for domestic or international products and services.

- Customers may be:
    - industry customers
    - end users of the service.

- Reservations may be made by:
    - phone
    - facsimile
    - mail
    - face-to-face
    - internet.

- Reservations may be for:
    - individuals
    - groups
    - VIP's
    - conference delegates.

- General and specific customer requirements/reservation details may include, but are not limited to:
    - special requests
    - timing details
    - special needs
    - payment arrangements
    - information of a style of customer eg. special interest group, VIP status
    - details of other services being used.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - product knowledge as appropriate to the specific industry sector
    - reservations and bookings terminology
    - relationships between different sectors of the tourism industry in relation to reservations and bookings including sources of reservations for different sectors
    - principles which underpin reservations procedures.

Context of Assessment:

- This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

- For this unit simulated workplace activities must be undertaken using current industry systems including automated systems where possible.

Critical Aspects of Assessment:

- Look for:
    - ability to make accurate reservations in accordance with established systems and procedures and within enterprise acceptable timeframes
    - understanding of the different sources of reservations and the industry interrelationships that apply.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
    - THHGGA01A   Communicate on the Telephone.

- In non-automated workplaces there is also a very strong link between this unit and THHBFO06A Perform Front Office Clerical Procedures (Hospitality Training Package) THHGGA02A Perform Clerical Procedures (Tourism and Hospitality Training Packages).

- Depending upon the industry sector and workplace, combined delivery/assessment may be appropriate.

- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

Competency Standards

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	2
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THTSOP07A

Book and Co-ordinate Supplier Services

Unit Descriptor	This unit deals with the skills and knowledge required to book and co-ordinate supplier services in a range of different tourism contexts.

Element	**Performance Criteria**
1 Identify booking requirements	• Services to be booked are accurately identified, based on customer/enterprise requirements. • Where appropriate, services are selected and combined to meet customer/enterprise needs. • Where appropriate, client details are accurately recorded.
2 Request services	• Service(s) is/are requested from suppliers in accordance with enterprise procedures and policies including: • costs • payment requirements • customer details • nature of service to be provided • special requests or requirements. • Where multiple services are required, requests are made in the most practical order. • Alternatives are sought if requested bookings are not available and flow-on impacts are identified and actioned.
3 Record request and confirmation	• Bookings details, including request and conformation, are recorded and filed in accordance with enterprise procedures. • Future action to be taken in relation to bookings is noted and scheduled in accordance with system and/or enterprise procedures.

4	**Update and finalise bookings**	• Amendments/adjustments to bookings are accurately made and recorded in accordance with enterprise procedures.
		• Payment requirements are actioned and recorded at the appropriate time in accordance with enterprise procedures.
		• Suppliers are updated regarding booking changes in accordance with agreed procedures.
		• Suppliers are advised of final details and requirements in accordance with the needs of particular bookings and enterprise procedures.

Range of Variables

- This unit applies to all tourism industry sectors where the services of other suppliers are used.

- Suppliers may be either internal or external to the organisation.

- Services may be domestic or international.

- Bookings may be made with a manual or automated system.

- The range of services to be supplied will vary according to the industry sector. Services may include but are not limited to:
  - transportation
  - accommodation
  - entertainment
  - tours
  - activities
  - speaker services
  - audiovisual services
  - catering.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - typical industry booking systems and procedures as appropriate to the specific industry sector
  - product knowledge as appropriate to specific industry sector
  - principles that underpin reservations and booking procedures
  - relationships between different sectors of the tourism industry in relation to reservations and bookings.

Context of Assessment:

- This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

- For this unit simulated workplace activities must be undertaken using current industry systems including automated systems where possible.

Critical Aspects of Assessment:

- Look for:
  - ability to co-ordinate effectively, the booking process from initial request to finalisation of the booking
  - application of correct procedures and effective recording of bookings
  - knowledge of industry booking systems and procedures for a range of products and services.

- The range of products and services booked will vary according to the industry sector and workplace.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
  - THTSOP03A   Access and Interpret Product Information

- There is a very strong link between this unit and the following units:
  - THTSOP06A   Receive and Process Reservations. This unit relates to the booking of other services, while THTSOP06A relates to receiving of reservations within a supplier/principal organisation. The units reflect the different workplace outcomes in different sectors
  - THTSOP02A   Source and Provide Destination Information and Advice
  - THTSOP05A   Prepare Quotations.

- Depending upon the industry sector and workplace combined delivery/assessment may be appropriate.

- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	2
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	1
Solving Problems	2
Using Technology	1