



Australian Government

Assessment Requirements for SITTGDE003 Provide arrival and departure assistance

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- coordinate and provide assistance to customers for at least three arrivals and three departures in a transport terminal
- provide local arrival and departure information to above customers on the following as appropriate:
 - accommodation facilities
 - geography of hotel and immediate vicinity
 - accommodation check-in procedures
 - forthcoming tour arrangements
 - local time and weather forecast
 - money exchange rates and available facilities
 - overview of destination information
 - tipping
 - transfer check-in procedures
 - transfer procedures
 - welcome and introduction
- follow correct procedures at accommodation venues to assist above customers with check-ins and check-outs.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- procedures for arrivals:
 - identification techniques used within transport terminals
 - baggage collection procedures
 - lost baggage procedures
- procedures for departures:
 - duty free requirements
 - group check-in
 - outgoing passenger cards

- oversize or excess luggage check-in
- tax refund procedures
- types of transport terminals:
 - air charter facilities
 - airports
 - bus and coach terminals
 - shipping ports or cruise terminals
 - train stations
- main arrival and departure points and passenger facilities available in transport terminals within the local area
- accommodation check-in procedures:
 - credit card imprint
 - documentation requirements
 - group check-in
 - loyalty membership verification
 - special requests
- formats for standard customer travel documentation and terminology used in:
 - accommodation and transfer vouchers
 - operational documentation
 - rail, air, cruise and coach tickets
 - use of 24-hour clock
- legal obligations of tour operators and guides when providing arrival and departure assistance:
 - public liability
 - specific tour related relevant information
 - duty of care
- safety issues when providing arrival and departure assistance at transport terminals and accommodation venues relating to:
 - baggage as trip hazards
 - parking of transfer vehicles
 - safe loading and unloading of baggage and passengers from vehicles
 - safe movement of people, traffic, parking, and crowd control
 - traffic considerations
- security requirements for:
 - customers' personal security
 - storage of luggage
 - transfer vehicles.

Assessment Conditions

Skills must be demonstrated in operational transport terminals or an accommodation environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- transport used by local industry for the conduct of transfers
- accommodation venues used by local industry
- customer and operational arrival and departure information and requirements
- documentation that refers to customer arrival and departure times and schedules
- customer groups of a size and nature that reflect the commercial environment in which the guide operates
- tourism industry operators with whom the individual can interact; these can be:
 - those involved in performing check-in and check-out duties at an accommodation facility, who interact with the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities set up for the purpose of assessment in an operational touring context
- customers for whom the individual can act as guide; these can be:
 - those participating in a tour or activity requiring arrival or departure assistance, who interact with the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities set up for the purpose of assessment in an operational touring context.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>