Australian Government

SITTGDE015 Provide arrival and departure assistance

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide assistance to customers between transport terminals and other locations, including accommodation providers. It requires the ability to check customer arrival and departure information, reconfirm all operational aspects of transportation and provide customers with accurate information.

This unit applies to tour operations, tour wholesaling, event and accommodation sectors. Arrival and departure assistance may be provided at international or domestic transport terminals and could be for groups or individual travellers.

This job function requires the use of discretion and judgement within predefined organisational procedures. This unit applies to individuals working independently with limited supervision. This could include tour guides, tour managers, coach captains and hire car drivers.

Tour guides, residing anywhere in Australia, are required to undertake training and assessment prescribed by Parks Australia to guide within Kakadu and Uluru-Kata Tjuta National Parks in the Northern Territory.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

When working in Queensland, all guides, regardless of their place of residence, are subject to the Queensland Tourism Services Act 2003.

No other occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Guiding

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Conduct arrival transfers for groups or individuals.	1.1. Check customer arrival information, and take action to deal with alterations or delays.
	1.2. Confirm transport details with transport supplier.
	1.3. Use identification techniques so customers can locate the guide at the transport terminal.
	1.4. Make safe and appropriate use of terminal facilities.
	1.5. Record arrivals, no-shows and other comments on relevant documentation.
	1.6. Establish and monitor baggage arrangements prior to customer arrival.
	1.7. Ensure correct number of baggage pieces and passengers are transported following check-in procedures.
	1.8. Follow established procedures for lost baggage.
2. Deliver arrival information to customers.	2.1. Greet customers in a manner that encourages a positive response towards the guide, company, region and Australia in general.
	2.2. Provide customers with information and advice to introduce them to the local area.
3. Check-in groups and individuals at accommodation.	3.1. Brief customers on accommodation check-in procedures.
	3.2. Offer assistance with accommodation check-in or facilitate check-in on behalf of customers.
	3.3. Liaise with accommodation staff during check-in to minimise any communication difficulties.
4. Conduct departure transfers for groups and individuals.	4.1. Verify departure details in advance of transfer and take action to respond to variations.
	4.2. Organise customer departure to minimise disruption and take account of safety issues.
	4.3. Check details of departing passengers and ensure all are accounted for.
	4.4. Check baggage prior to departure using procedures that ensure no items are left behind.
	4.5. Advise customers to check belongings prior to departure.
	4.6. Advise customers on transport terminal departure procedures, including safety requirements.
	4.7. Obtain feedback on products and services from customers and relay information to relevant people.
	4.8. Offer assistance with transport check-in or facilitate

check-in on behalf of customers.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• interpret tourism industry terminology, terminal and transport codes.
Numeracy skills to:	• interpret and provide information on scheduled arrivals and departure times by converting between 24-hour and 12-hour clock.
Learning skills to:	• update knowledge on availability of services in travel destinations and local area.
Problem-solving skills to:	• identify, resolve or report typical operational challenges with arrival and departure transfers.
Initiative and enterprise skills to:	• make contingency arrangements when issues arise causing changes to arrival or departure times.
Teamwork skills to:	• work effectively with colleagues in transport terminals and accommodation venues to provide smooth check-in and departure assistance to customers.

Unit Mapping Information

Supersedes and is equivalent to SITTGDE003 Provide arrival and departure assistance.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694