



Australian Government

Assessment Requirements for SITIND001 Source and use information on the tourism and travel industry

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:

- source and document current industry information on the tourism and travel industry using at least three information sources listed in the knowledge evidence
- source and interpret information on the following from the above sources and share with colleagues to improve knowledge of the tourism and travel industry:
 - current and emerging products and services
 - current issues
 - career opportunities
 - relationships between other related industries
 - compliance issues and quality assurance
 - new products, technology, techniques and services
 - work ethic required to work in the industry
- identify ways to integrate current tourism and travel industry information into daily work activities to:
 - enhance the quality of work performance
 - conduct ethical practice within the travel and tourism industry.

Knowledge Evidence

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

- sources of industry information:
 - discussions with experienced industry personnel, colleagues or suppliers
- industry:
 - accreditation operators
 - associations and organisations
 - developers of codes of conduct or ethics
 - journals
 - seminars
- plain English documents, issued by government regulators, that describe laws relevant to the tourism and travel industry

- libraries
- media
- regional, state and national tourism offices
- reference books
- training courses
- structure, functions and key characteristics of the tourism and travel industry
- roles and general responsibilities for different jobs, functions and the interrelationship of different sectors in the industry
- general nature of allied and related industries:
 - hospitality
 - meetings
 - incentives
 - conferences and events
- primary functions of:
 - major cross-industry and sector-specific industry associations especially those with which the organisation has a relationship
 - trade unions in the industry
 - local, regional, state and national tourism information service and marketing organisations
 - tourism research bodies
- basic aspects of tourism and travel industry quality assurance processes:
 - industry accreditation schemes
 - codes of conduct or ethics
 - occupational licensing
 - reasons for participation and impacts of non-compliance
 - roles and responsibilities of individual staff members when participating in schemes
- basic aspects of state, territory and commonwealth laws specifically relevant to the tourism and travel industry and actions that must be adhered to by tourism organisations:
 - Criminal Code Act 1995 for child sex offences outside Australia
 - equal employment opportunity (EEO)
 - rights of employees and responsibilities of employers to make merit based employment decisions
- for inbound tour operators and guides, basic aspects of and actions that must be adhered to by tourism organisations:
 - Queensland Tourism Services Act 2003 for the delivery of tourism products in Queensland
- current and emerging technology used in the tourism industry:
 - e-business
 - social media.

Assessment Conditions

Skills must be demonstrated in an operational tourism or travel environment. This can be:

- an industry workplace
- a simulated industry environment or activity.

Assessment must ensure use of:

- computers, printers, communication technology and information programs used to source industry information
- information on codes of conduct, membership and benefits distributed by:
 - industry associations
 - accreditation operators
 - unions
- plain English documents issued by government regulators that describe laws specifically relevant to the tourism industry:
 - Criminal Code Act 1995 for child sex offences outside Australia
 - Queensland Tourism Services Act 2003
- experienced industry personnel, colleagues or suppliers with whom the individual can interact to obtain current industry information; these can be:
 - industry personnel, colleagues or suppliers within a workplace; or
 - individuals who participate in role plays or simulated activities set up for the purpose of assessment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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