Australian Government

SITTIND001 Source and use information on the tourism and travel industry

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the tourism and travel industry. This includes industry structures, technology, laws and ethical issues specifically relevant to the tourism and travel industry. Tourism and travel personnel integrate this essential knowledge on a daily basis to work effectively in the industry.

This unit applies to all tourism and travel sectors and people working at different levels. Managers will use more formal research to attain specialised and comprehensive knowledge which supports product planning, marketing and strategic management activities. This is covered within other units of competency.

This unit is not about having in-depth knowledge but focuses on the ability to source and interpret information relevant to day-to-day activities in order to maximise performance.

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

Pre-requisite Unit

Nil

Competency Field

Working in Industry

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. Source and use industry information.	1.1. Identify sources of information on the structure and operation of the tourism and travel industry. 1.2. Access specific information of relevance to the

	tourism and travel industry to assist operational duties.
	1.3. Obtain information on features of current and emerging tourism products and services relevant to job role.
	1.4. Use knowledge of the tourism and travel industry and its products and services to enhance the quality of work performance.
2. Source and use compliance information.	2.1. Obtain information on laws specifically relevant to the tourism and travel industry and work compliantly.
	2.2. Seek information on industry quality assurance schemes and use it to benefit own organisation.
	2.3. Access information on career planning and equal employment opportunity (EEO) law.
	2.4. Obtain information on ethical industry practices and conduct day-to-day tourism and travel activities according to those practices.
3. Source and use information on tourism and travel technology.	3.1. Source and access information on current and emerging technologies that impact on operational duties.
	3.2. Use information on technology to suggest new and improved workplace practices.
	3.3. Use current and emerging technology in day-to-day work activities to enhance the quality of work performance.
4. Update personal and organisational knowledge of the tourism and travel industry.	4.1. Identify and use a range of opportunities to update knowledge of the tourism and travel industry.
	4.2. Monitor current issues and trends for the industry.
	4.3. Share current tourism and travel issues and trends with colleagues.

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:	• read the content of plain English information about laws, industry accreditation schemes and codes of conduct • research, sort and use tourism and travel industry information.

Writing skills to:	•	prepare notes, summarise and record information in basic documents, sheets and files on current tourism and travel industry practices, products, services and technology.
Oral communication skills to:	•	discuss current and emerging industry trends with experienced industry personnel, colleagues, suppliers and industry bodies.
Learning skills to:	•	continuously update, review and maintain own knowledge of the tourism and travel industries.
Self-management skills to:	•	take responsibility for sourcing and updating current and emerging information.
Technology skills to:	•	use online information systems to access tourism and travel industry information.

Unit Mapping Information

SITTIND201 Source and use information on the tourism and travel industry

Links

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