Assessment Requirements for SITTTSL002 Access and interpret product information

# 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:

* research and interpret current, relevant and accurate product information in response to at least three different sales-related and operations-related enquiries
* use at least two of the following sources to access product information for each of the above enquiries:
* computerised reservations systems (CRS)
* internet or intranet
* global distribution systems (GDS)
* international government tourism authority information systems
* organisation-designed information systems, such as inventory control databases
* principal or supplier of the product
* product library
* social media websites
* state and federal government tourism authority information systems
* interpret and correctly use industry terminology and common abbreviations in response to each of the above enquiries for product information
* share and interpret product information with colleagues
* complete activities within commercial time constraints and deadlines determined by the customer or organisation.

# Knowledge Evidence

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

* sources of product information and specific product types
* industry accepted terminology, codes and abbreviations for the major categories of tourism, travel, hospitality or event products and services
* features and benefits of tourism, travel, hospitality or event products
* major product categories:
* accommodation
* banquets and catering
* conferences and incentives
* cruising
* food and beverage
* vehicle rental
* wholesale and touring
* sales or operational needs for product information in the tourism, travel, hospitality or event industry relating to:
* booking a supplier service for the customer
* credentials of the tourism operator in minimising negative environmental, social and cultural impacts
* hiring special equipment
* issuing air tickets
* issuing crew documentation
* issuing customer documentation for tourism, travel, hospitality or event products
* promotional products
* providing specific product information and advice for destinations, food and beverage, or events and functions
* travel add-ons:
* flight fuel emissions offset fee (‘carbon neutral’)
* pre-payment of baggage charges
* pre-payment of in-flight meals
* pre-travel seat selection
* travel insurance
* planning functions
* preparing quotations
* processing and monitoring event registrations
* processing a reservation from a customer
* processing financial transactions
* providing advice on customer use of new technologies
* travel insurance products:
* primary components of the Financial Services Reform Act 2001 and organisational responsibility for supplying product disclosure statements and providing accurate information on the provisions of the insurance policy
* methods to obtain product information:
* accessing and reading promotional information, such as travel guide books, product brochures or product updates
* accessing the internet and intranet
* attending professional development activities:
* product launches
* promotional seminars
* trade shows
* workshops
* conferences
* familiarisations
* contact with other organisations:
* suppliers
* principals
* tourist information offices
* formal study
* informal discussions with colleagues and customers
* liaising with trade and general media
* personal on-site observation or exploration
* reading or listening to trade and general references
* watching television, videos or films
* sources of specific product information
* special jargon or specifications:
* common abbreviations used in the tourism, travel hospitality and event industries
* industry terminology and codes
* technical capacity of equipment
* use of the 24-hour clock
* risks relating to the sale or operation of tourism, travel, hospitality and event products:
* fluctuations in exchange rates
* limitations in participation due to:
* incapacity, age, disability
* special licence requirements
* non-operation of the product
* product price increase
* products that cause negative environmental, cultural or social impacts:
* damage to environmentally or culturally sensitive areas or sites
* damage to roads, tracks and fire trails
* disturbance or injury to fauna
* introduction of exotic and feral species
* noise disturbance to the local community
* physical damage to flora
* pollution from vehicle emissions and unmanaged waste
* trivialisation of culture
* safety risk to customer in participating in activities
* seasonal non-availability of the product
* unclear product provision, deposit, payment and cancellation terms and conditions
* unclear product, tax and levy costs.

# Assessment Conditions

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

* an industry workplace
* a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

* computers and information systems currently used by the tourism, travel, hospitality and event industries to store product-related information
* the internet
* industry sources of product information
* printers and scanners
* storage for computer data
* customers and colleagues with whom the individual can interact; these can be:
* customers and colleagues in an industry workplace who are assisted by the individual during the assessment process; or
* individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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>