![Australian Government](Australian Government logo)

SITTTSL004 Provide advice on Australian destinations

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to source and provide customer information and advice relating to Australian destinations and their features. It requires the ability to identify appropriate information sources and research destinations in order to develop and update a general destination knowledge base.

Specific and detailed product knowledge is covered in SITTTSL002 Access and interpret product information.

Domestic destinations and their features can include any sold by any travel or tourism organisation. Travel and tourism operators in Australia, such as travel agents, tour wholesalers and inbound tour operators, would cover multiple Australian destinations. Visitor information centres and some tour operators would specialise in one region.

The breadth and depth of destination knowledge required will vary according to the industry sector, workplace and job role. This unit is not about having an in-depth knowledge of every destination but focuses on the ability to collect and interpret destination information.

The unit applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes visitor information officers, travel consultants, tour operations coordinators, inbound tour coordinators, account managers for professional conference organisers, event coordinators, tour guides, hotel guest relations officers, tour desk officers, and reservations sales agents.

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

Pre-requisite Unit

Nil

Competency Field

Tourism Sales and Operations

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. Develop knowledge of Australian destinations.	1.1. Identify and access information sources that provide current and accurate information on Australian destinations.
	1.2. Obtain information on functional or operational features of the Australian destination that meet different client needs.
	1.3. Obtain key information on social, cultural and geographical features and current health and safety features of the Australian destination.
	1.4. Record and store destination information for future use.
2. Update knowledge of Australian destinations.	2.1. Use formal and informal research to update destination knowledge.
	2.2. Seek feedback from colleagues and customers on their experience with Australian destinations.
	2.3. Share updated information with colleagues.
3. Provide information and advice on specific Australian destinations.	3.1. Identify the specific information and advice needs of the customer.
	3.2. Promptly provide current and accurate destination information and advice.
	3.3. Provide appropriate scope and depth of information to meet customer needs.
	3.4. Present information and advice in a clear format and style.
	3.5. Refer customers to current sources of health, safety and regulatory information.

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 information on destinations as well as sometimes complex information about specific health, safety and regulatory issues for Australian destinations
	• research, interpret and sort relevant information.
Writing skills to:	• prepare basic summaries of information.
Oral communication	• listen to and note specific customer needs, providing a verbal

skills to:	summary of relevant information in response.
Learning skills to:	• locate key information relevant to work requirements.
Technology skills to:	• use a computer and keyboard • manipulate features of online information systems to search for information.

Unit Mapping Information

SITTTSL302 Provide advice on Australian destinations

Links

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