Assessment Requirements for SITTTVL001 Access and interpret product information

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:

- research and interpret current, relevant and accurate product information in response to at least three different sales or operations related enquiries
- use at least two of the following sources to access product information for the above enquiries:
  - computerised reservations systems (CRS)
  - internet
  - global distribution systems (GDS)
  - government tourism authority information systems
  - organisation-designed information systems
  - principal or supplier of the product
- interpret and correctly use industry terminology and common abbreviations in response to each of the above enquiries for product information
- share and interpret above product information with colleagues
- complete above 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 and travel products and services
- features and benefits of tourism and travel products
- sales or operational functions which utilise product information in the tourism and travel industry:
  - booking a supplier service for a customer
  - credentials of the service operator in regard to environmental, social and cultural impacts
  - issuing air tickets
  - issuing customer documentation for tourism and travel products or services

- distribution of promotional products
- providing information and advice to customers
- travel add-ons:
    - pre-payment of baggage charges
    - pre-payment of in-flight meals
    - pre-travel seat selection
    - travel insurance
- preparing quotations
- processing financial transactions
- sources of information regarding:
    - government issued travel warning advice for Australian travellers
    - health advisory notices and vaccination information issued by local and international bodies
    - safety advisory information issued by police authorities and emergency service authorities
    - passport and visa requirements
- 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:
    - promotional information
    - accessing the internet
    - attending professional development activities
    - contact with other organisations
    - formal study
    - informal discussions with colleagues and customers
    - media
- special jargon or specifications:
    - common abbreviations used in the tourism and travel industries
    - industry terminology and codes
    - use of the 24-hour clock
- risks relating to the sale or operation of tourism and travel products:
    - fluctuations in exchange rates
    - limitations in participation due to:
        - incapacity, age or disability
        - special licence requirements
        - government restrictions
    - non-operation of the product
    - product price increase

- products that cause negative environmental, cultural or social impacts
- 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 a safe environment, incorporating the use of industry-realistic simulations and scenarios where required.

Assessment must ensure access to:

- computers and information systems currently used by the tourism and travel industries
- sources of information for the tourism and travel industry
- colleagues and suppliers with whom the individual can interact. These can be:
  - colleagues and suppliers 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.

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