Assessment Requirements for SITTTVL003 Provide advice on Australian destinations

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:

- provide tailored information to meet the requests of at least three different customers of different customer types or demographics
- for each of the above customers, provide current, relevant and accurate information on at least five different features of two different Australian tourism destinations
- obtain above information by accessing at least three different information sources from the following list:
    - computerised reservations systems (CRS)
    - destination and product libraries
    - global distribution systems (GDS)
    - internet
    - organisation-designed information systems
    - principal or supplier information
    - regional tourism office information systems
    - state and federal government tourism authority information systems
- 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:

- formal and informal research methods:
    - accessing and reading promotional information
    - accessing the internet
    - attending professional development activities
    - contact with other organisations
    - formal study
    - informal discussions with colleagues and customers
    - media
- sources of information on regions and destinations and types of product offered

- sources of information on current health and safety issues for the destination:
  - health advisory notices issued by the federal and state or territory government health departments
  - safety advisory information issued by federal and local police authorities and emergency service authorities
- breadth and depth of Australian destinations including coverage of all Australian States and Territories, and the major regions and destinations therein
- features of Australian destinations:
  - areas of environmental, social or cultural significance or sensitivity
  - cultural elements
  - facilities for customers with special needs
  - local facilities
  - major gateways for and transport networks within the region and destination:
    - airports
    - cruise ports
  - accommodation facilities
  - tourist attractions
- formats and inclusions used to present information to customers, and styles that cater for those with special needs
- different procedures for storing destination information.

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, printers and information programs currently used by the travel industry to store destination information
- current destination and general product information
- internet
- generic computer software and applications:
  - computer operating systems
  - databases
- customers with whom the individual can interact. These can be:
  - customers 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