



Australian Government

Assessment Requirements for SITTVL011 Provide specialist advice on cruises

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:

- obtain current, relevant and accurate information for at least four cruise products each in different cruise regions as listed in the knowledge evidence including:
 - itinerary and ports of call
 - cost and breakdowns
 - accommodation categories and locations
 - on-board features and facilities:
 - food and beverage
 - retail outlets
 - entertainment
 - availability of child and family activities
 - fitness, health, beauty and spa services
 - documents and visa requirements
- provide tailored domestic or international cruise product information and advice to meet the requests of customers from at least three of the following different customer types:
 - singles
 - couples
 - families
 - groups
 - special interest
 - retirees
- complete above activities within commercial time constraints and deadlines determined by the customer or the organisation.

Knowledge Evidence

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

- current and emerging product development and market trends for domestic and international cruises
- basic aspects of cruise industry governance issues that affect customer participation:

- passenger safety and security
- environmental impact practices
- health and sanitation policies
- medical facilities
- operational safety practices
- awareness of responsible conduct of gambling
- awareness of responsible service of alcohol
- security
- waste management
- general objectives and content of the Passenger Bill of Rights
- sources of information on cruise products and destinations:
 - cruise line operators and the use of business development managers
 - local sales agents
 - distribution and marketing networks
 - government tourism authorities
 - social media
- sources of information on current health and safety issues for cruise destinations:
 - travel warning advice issued for Australian travellers by the federal government
 - health advisory notices and vaccination information issued by local and international bodies
 - trade associations
- sources of information on regulatory issues affecting customer participation in cruise destinations:
 - passport and visa requirements
 - customs, quarantine and border security requirements
- major cruise operators and their product style, target market, major turnaround ports, main ports of call on cruise itineraries and major shore excursions for the main ports of call for the following geographical cruise regions:
 - the Americas
 - Europe
 - Australia, New Zealand, South Pacific and Antarctica
 - Asia and the Indian Ocean
- responses to common reservations regarding purchasing cruise holidays:
 - cost
 - sea-sickness
 - safety and health
- unique features of cruising as a type of holiday
- concept of a cruise ship as a destination and an on-board experience
- key characteristics of:
 - ocean cruises
 - river cruises

- adventure, expedition and niche cruises
- features and benefits of major types of on-board facilities and services:
 - accommodation locations and categories
 - food and beverage venues
 - retail outlets
 - facilities for people with special needs
 - fitness, health, beauty and spa services
 - entertainment activities
 - kid's clubs and family activities
 - other activities
- features of key ports of call
- key maritime terminology, jargon and common abbreviations for cruise products:
 - accommodation types
 - on-board facilities and services
 - operational features of the itinerary
 - operational features of the ship
 - ship specifications
- key operational features of cruises:
 - health and safety issues
 - regulatory issues
 - seasonality
 - visas
- profile of different types of cruise passengers listed in the performance evidence and their cruise product preferences
- how to interpret brochures and deck plans for:
 - accommodation and categories
 - entertainment facilities
 - key ship features.

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 programs currently used by the travel industry
- current cruise operation, product and destination information
- internet
- customers and suppliers with whom the individual can interact. These can be:
 - customers 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, 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>