



Australian Government

Assessment Requirements for SITXCCS002 Provide visitor 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:

- provide current, accurate and relevant information about local area features to three different visitors on three different occasions
- provide above information and assistance in a culturally appropriate manner and according to organisational service standards
- extend personal knowledge of relevant facilities, products and services
- seek formal and informal feedback from visitors on above services.

Knowledge Evidence

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

- sources of information on the available local area facilities, products and services:
 - brochures
 - library
 - local council
 - local people and local identities with specialised knowledge
 - local visitor guide booklets and maps
 - online reservation systems
 - organisation information
 - organisation-designed information systems
 - principal supplier of a product
 - product library
 - room directories
 - social media websites
 - state or territory government tourism authority information systems
 - timetables
- information on the local area features:
 - accommodation options
 - dining options
 - entertainment venues

- local attractions
- local personal services facilities
- local shopping facilities
- local transport options
- organisation-specific information
- road conditions
- sporting facilities
- tours, local outings and trips
- travelling routes
- weather conditions
- organisational service procedures and standards:
 - designated response times for acknowledging customers and their enquiry
 - personal presentation and hygiene standards
- awareness of customs and practices of various social and cultural groups of visitors to assist with meeting visitor needs and expectations in regards to:
 - modes of greeting, farewelling and conversation
 - body language and body gestures
 - formality of language
 - clothing
- methods of collecting feedback:
 - formal:
 - surveys
 - interviews
 - structured questioning
 - informal:
 - observation
 - casual discussion
- organisational service procedures and standards.

Assessment Conditions

Skills must be demonstrated in an operational customer service environment in a service based industry such as tourism, travel, hospitality or events where information is sourced and provided to visitors. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- sources of information on the local area facilities, services and general products, and their availability

- organisational specifications for customer service standards
- visitor surveys and feedback forms
- visitors from different cultural backgrounds with whom the individual can interact; these can be:
 - visitors to an industry workplace 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.

Links

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