



**Australian Government**

# **Assessment Requirements for SITXCCS018 Make bookings and process documentation**

**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:

- process five bookings for different products or services from initial request to finalisation of the bookings, including at least one for:
  - a single product or service
  - a combination of at least three products or services
- service requests and provide confirmations efficiently for each of the above bookings
- maintain accurate records of above bookings and confirmations, including:
  - customer names and contact details
  - details of particular product or service requirements being booked
  - payment arrangements
  - loyalty program details
  - special needs and customer requests
- update financial status of above bookings, including:
  - checking correct method of payment
  - inputting method of payment
  - receiving, processing and recording payments
- issue the required paper-based or electronically transmitted customer documents for each of the above bookings
- complete above activities within commercial time constraints and deadlines determined by the customer, the supplier and the organisation.

## Knowledge Evidence

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

- methods customers use to make bookings:
  - email
  - face-to-face
  - online
  - telephone

- features of booking systems used to administer the booking of products and services, including:
  - booking systems and procedures
  - products and services sold
  - sources of product, service and logistical information
  - sources of negotiated cost of supply, contractual arrangements and preferred supplier arrangements
- key details required for booking products and services and processing documentation and sources of this information:
  - customer details
    - name
    - address
    - age
    - special requirements
  - nature of product or service to be provided
  - in the case of a service, date, time and location of its commencement and conclusion
- types of products and services offered by the organisation
- booking and documentation requirements for different products and services and customer types
- industry terminology and common abbreviations used when making bookings
- primary components of consumer protection laws that relate to the provision of products and services, specifically organisational responsibility to:
  - supply products and services as described
  - substitute suitable products and services when unavailable
- processes involved in updating the financial status of bookings:
  - checking that the customer has fully paid
  - generating and issuing invoices and credit notes
  - receiving, processing and recording payments
  - making supplier payments
- formats and inclusions used in supplier booking requests, and styles that cater for those with special needs
- documentation types and standard formats:
  - confirmation documents
  - terms, conditions and liability restrictions
  - product disclosure statements
  - tickets or vouchers for products or services.

## Assessment Conditions

Skills must be demonstrated in a safe environment, incorporating the use of industry-realistic simulations and scenarios.

Assessment must ensure access to:

- internet
- booking systems currently used by travel industry operators to book supplier services
- operational documentation, details of supplier contracts and customer files
- 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>