



Australian Government

Department of Education, Employment and Workplace Relations

SITTVAF001A Provide venue information and assistance

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide visitors with information on the venue's facilities and services.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

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This unit applies to frontline service personnel working in a range of tourism, hospitality, entertainment and cultural venues. Provision of information and assistance is often face-to-face but may be by telephone or other remote mechanism. Customer service personnel working under supervision undertake this function, but the unit is also relevant to those working in operational roles where customer service may not be the main focus of work, e.g. animal handlers in a zoo or technicians in a theatre.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Access and update information.	<p>1.1 Source and access <i>information on facilities and services</i> available within the organisation according to organisational systems.</p> <p>1.2 Incorporate information into day-to-day working activities to support quality of service and standards within the organisation.</p> <p>1.3 Share information with colleagues to support the efficiency and quality of service.</p> <p>1.4 Identify and use <i>opportunities to update and maintain</i></p>

ELEMENT	PERFORMANCE CRITERIA
2 Provide information about services and facilities.	<i>facility and service knowledge.</i> 2.1 Proactively identify information and assistance needs of different customers, including those with special needs. 2.2 Provide accurate information in a clear, concise, courteous and culturally appropriate manner. 2.3 Where appropriate, assist or instruct visitors in the use of equipment and facilities or refer to relevant colleagues. 2.4 Consider health and safety requirements when providing information and assistance. 2.5 Promote internal products and services using appropriate customer service skills to contribute to the profitability of business.
3 Seek feedback on services.	3.1 Proactively seek <i>feedback</i> on services from visitors. 3.2 Observe visitor behaviour to inform future service developments and correctly follow procedures for any formal customer evaluation. 3.3 Provide information on visitor feedback to relevant colleagues.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication and interpersonal skills to interact in a friendly and courteous way with customers
- basic research skills to source information on a predictable range of customer requests
- literacy skills to understand, interpret and orally communicate venue information and promotional material.

The following knowledge must be assessed as part of this unit:

- sources of information on the organisation's services and facilities
- typical information systems used within the different types of venues open to the general public
- organisation facilities, services and procedures, including for those with special needs, such as parking, exhibits, show times, retail outlets and special events
- available sources of advice and referral
- safety and emergency procedures for visitors, colleagues and self
- sources of venue customers in the relevant industry context
- roles of different departments within different types of venues.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to access appropriate information on services and facilities
- ability to communicate information and assist visitors in a courteous and culturally appropriate manner
- demonstration of skills on multiple occasions or in

EVIDENCE GUIDE

response to multiple requests to reflect breadth of knowledge and ability to respond to different situations.

Context of and specific resources for assessment

Assessment must ensure:

- interaction with others in the provision of information to demonstrate the appropriate interpersonal skills
- use of current venue information.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate providing assistance and information
- case studies to assess ability to source a range of different types of information for different purposes
- written and oral questioning or interview to test knowledge of the sources of information and the role of information systems within the venue
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Information on facilities and services may relate to:

- opening hours
- access
- pricing
- ticket sales
- cloaking
- times of activities or events
- direction or location of facilities
- retail
- food and beverages
- facilities for those with special needs
- new activities, events or procedures
- operational changes
- promotional activities.

Opportunities to update and maintain facility and service knowledge may include reference to:

- staff noticeboards
- leaflets and brochures
- team meetings
- internal newsletters
- discussions with colleagues.

Feedback may be:

- formal, including surveys, interviews and structured questioning
- informal, including observation or casual discussion.

Unit Sector(s)

Sector

Tourism

Competency field

Competency field

Venue and Facility Operations