



**Australian Government**

# **SITSS00025 Service for International Visitors**

**Release: 2**

## SITSS00025 Service for International Visitors

### Modification History

The version details of this skill set are in the table below. The latest information is at the top.

Version	Comments
1.1	Updates to metadata.
1.0	New skill set.

### Description

Not applicable.

### Pathways Information

Achievement of these units provides credit towards a number of tourism, travel and hospitality Certificate III qualifications.

### Licensing/Regulatory Information

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

### Skill Set Requirements

Units	Unit Code	Unit Title
	SITXCOM201	Show social and cultural sensitivity
	SITXCCS303	Provide service to customers
	SITXLAN21__	Conduct basic oral communication in a language other than English

## **Target Group**

Tourism, travel and hospitality industry frontline service personnel who deal directly with customers from international markets on a daily basis.

## **Suggested words for Statement of Attainment**

These units of competency from the SIT12 Tourism, Travel and Hospitality Training Package provide a set of skills to provide quality service tailored to the cultural and language needs of international customers.