



Australian Government

SITXCCS101 Provide information and assistance

Release 1

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Modification History

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

Version	Comments
1.0	<p>E</p> <p>Replaces and is equivalent to SITTVAF001A Provide venue information and assistance.</p> <p>Title changed to better reflect the intent and content of the unit and re-categorised to Customer and Client Service. Broadened from venue context to capture any service environment.</p>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide customers with information and assistance on facilities and services.

Application of the Unit

This unit applies to frontline service personnel working in a range of tourism, travel, hospitality, entertainment and cultural contexts. 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

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

- | | |
|-----------------------------------|---|
| 1. Access and update information. | 1.1 Source and access <i>information on facilities and services</i> .
1.2 Incorporate information into day to day working activities.
1.3 Support efficiency and quality of service by sharing information with colleagues.
1.4 Identify and use <i>opportunities to update and maintain facility and service knowledge</i> . |
| 2. Assist customers. | 2.1 Proactively identify information and assistance needs of customers, including those with special needs.
2.2 Provide accurate information in a clear, courteous and culturally appropriate way.
2.3 Where appropriate, assist or instruct customers in the use of equipment and facilities according to safety requirements, or refer to relevant colleagues.
2.4 Identify and use opportunities to promote internal products and services. |
| 3. Seek feedback on services. | 3.1 Proactively seek <i>feedback</i> on services from customers.
3.2 Observe customer behaviour to inform future service developments and follow procedures for formal customer evaluation.
3.3 Provide information on customer feedback to relevant colleagues. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - interact in a friendly and courteous way with customers
 - provide clear and accurate information
- literacy skills to:
 - source information on a predictable range of customer requests
- problem-solving skills to identify and respond to situations where referral to others is required
- self-management skills to keep up-to-date with information
- teamwork skills to share information with colleagues.

Required knowledge

- sources of information on organisational services and facilities
- organisational facilities, services and procedures, including for those with special needs, such as parking, exhibits, show times, retail outlets and special events
- sources of advice and referral
- safety and emergency procedures for customers, colleagues and self
- sources of customers in the relevant industry context.

Evidence Guide

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

Overview of assessment

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

Evidence of the ability to:

- access information on relevant services and facilities
- provide information and assistance in response to multiple and diverse requests in a courteous and culturally appropriate manner.

Context of and specific resources for assessment

Assessment must ensure use of:

- other people to allow for the demonstration of interpersonal skills.

Method 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 individual providing assistance and information
- use of case studies to assess ability to source different types of information for different purposes
- written or oral questioning to assess knowledge of information sources 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 individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITTGDE101 Interpret aspects of local Australian Indigenous culture.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Information on facilities and services may relate to:

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

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

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

Feedback may be:

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

Unit Sector(s)

Cross-Sector

Competency Field

Client and Customer Service