



**Australian Government**

# **SITSS00097 Visitor Information Services**

**Release 1**

## SITSS00097 Visitor Information Services

### Modification History

Not applicable.

### Description

A set of skills to equip individuals to service the information needs of visitors to the local area.

### Pathways Information

Achievement of these units provides credit towards qualifications in the SIT Tourism, Travel and Hospitality Training Package.

### Licensing/Regulatory Information

No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.

### Skill Set Requirements

| Unit code  | Unit title                                                    |
|------------|---------------------------------------------------------------|
| SITTIND003 | Source and use information on the tourism and travel industry |
| SITTTVL001 | Access and interpret product information                      |
| SITTTVL003 | Provide advice on Australian destinations                     |
| SITXCCS010 | Provide visitor information                                   |
| SITXCCS014 | Provide service to customers                                  |

### Target Group

This skill set is for individuals working in visitor information centres who provide information on the local area.

### Suggested words for Statement of Attainment

These units of competency from the SIT Tourism, Travel and Hospitality Training Package provide a set of skills to provide visitor information on the local area.

