



Australian Government

SITTGDE003 Provide arrival and departure assistance

Release: 1

SITTGDE003 Provide arrival and departure assistance

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide assistance to customers between transport terminals and accommodation. It requires the ability to check customer arrival and departure information, reconfirm all operational aspects of transportation and accommodation, and provide customers with accurate information.

This unit applies to tour operations, tour wholesaling, event and accommodation sectors. Arrival and departure assistance may be provided at international or domestic transport terminals and could be for groups or individual travellers.

This job function requires the use of discretion and judgement within predefined organisational procedures; it applies to individuals working independently with limited supervision. This could include tour guides, tour managers, coach captains and hire car drivers.

Tour guides, residing anywhere in Australia, are required to undertake training and assessment prescribed by Parks Australia to guide within Kakadu and Uluru–Kata Tjuta National Parks in the Northern Territory.

When working in Queensland, all guides, regardless of their place of residence, are subject to the Queensland Tourism Services Act 2003.

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

Pre-requisite Unit

Nil

Competency Field

Guiding

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|--|--|
| 1. Conduct arrival transfers for groups or individuals. | 1.1. Check customer arrival information, and take action to deal with alterations or delays.
1.2. Confirm transport details with transport supplier.
1.3. Use identification techniques so customers can locate the guide at the transport terminal.
1.4. Make safe and appropriate use of terminal facilities.
1.5. Record arrivals, no-shows and other comments on relevant documentation.
1.6. Establish and monitor baggage arrangements prior to customer arrival.
1.7. Ensure correct number of baggage pieces and passengers are transported using appropriate check-in procedures.
1.8. Follow established procedures for lost baggage. |
| 2. Deliver arrival information to customers. | 2.1. Greet customers in a manner that encourages a positive response towards the guide, company, region and Australia in general.
2.2. Provide customers with correct and adequate information and advice to introduce them to the local area. |
| 3. Check-in groups and individuals at accommodation. | 3.1. Brief customers on accommodation check-in procedures.
3.2. Offer friendly and efficient assistance with accommodation check in or facilitate check-in on behalf of customers.
3.3. Liaise with accommodation staff during check-in to minimise any communication difficulties. |
| 4. Conduct departure transfers for groups and individuals. | 4.1. Verify departure details in advance of transfer and take action to respond to variations.
4.2. Organise customer departure to minimise disruption and take account of safety issues.
4.3. Check details of departing passengers and ensure all are accounted for.
4.4. Check baggage prior to departure using procedures that ensure no items are left behind.
4.5. Advise customers to check belongings prior to departure.
4.6. Advise customers on transport terminal departure procedures, including safety requirements.
4.7. Obtain feedback on products and services from customers and relay information to relevant people.
4.8. Offer friendly and efficient assistance with transport check-in or facilitate check-in on behalf of customers. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	interpret tourism industry terminology, terminal and transport codes.
Writing skills to:	record accurate customer arrival and departure information.
Numeracy skills to:	understand and provide information on scheduled arrivals and departure times by converting between 24-hour and 12-hour clock.
Learning skills to:	update knowledge on availability of services in travel destinations and local area.
Problem-solving skills to:	identify, resolve or report typical operational challenges with arrival and departure transfers.
Initiative and enterprise skills to:	make contingency arrangements when issues arise causing changes to arrival or departure times.
Teamwork skills to:	work effectively with colleagues in transport terminals and accommodation venues to provide smooth check-in and departure assistance to customers.

Unit Mapping Information

SITTGDE302 Provide arrival and departure assistance

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITTGDE003 Provide arrival and departure assistance

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:

- coordinate and provide assistance to customers for at least three arrivals and three departures in a transport terminal
- provide local arrival and departure information to above customers on the following as appropriate:
 - accommodation facilities
 - geography of hotel and immediate vicinity
 - accommodation check-in procedures
 - forthcoming tour arrangements
 - local time and weather forecast
 - money exchange rates and available facilities
 - overview of destination information
 - tipping
 - transfer check-in procedures
 - transfer procedures
 - welcome and introduction
- follow correct procedures at accommodation venues to assist above customers with check-ins and check-outs.

Knowledge Evidence

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

- procedures for arrivals:
 - identification techniques used within transport terminals
 - baggage collection procedures
 - lost baggage procedures
- procedures for departures:
 - duty free requirements
 - group check-in
 - outgoing passenger cards

- oversize or excess luggage check-in
- tax refund procedures
- types of transport terminals:
 - air charter facilities
 - airports
 - bus and coach terminals
 - shipping ports or cruise terminals
 - train stations
- main arrival and departure points and passenger facilities available in transport terminals within the local area
- accommodation check-in procedures:
 - credit card imprint
 - documentation requirements
 - group check-in
 - loyalty membership verification
 - special requests
- formats for standard customer travel documentation and terminology used in:
 - accommodation and transfer vouchers
 - operational documentation
 - rail, air, cruise and coach tickets
 - use of 24-hour clock
- legal obligations of tour operators and guides when providing arrival and departure assistance:
 - public liability
 - specific tour related relevant information
 - duty of care
- safety issues when providing arrival and departure assistance at transport terminals and accommodation venues relating to:
 - baggage as trip hazards
 - parking of transfer vehicles
 - safe loading and unloading of baggage and passengers from vehicles
 - safe movement of people, traffic, parking, and crowd control
 - traffic considerations
- security requirements for:
 - customers' personal security
 - storage of luggage
 - transfer vehicles.

Assessment Conditions

Skills must be demonstrated in operational transport terminals or an accommodation environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- transport used by local industry for the conduct of transfers
- accommodation venues used by local industry
- customer and operational arrival and departure information and requirements
- documentation that refers to customer arrival and departure times and schedules
- customer groups of a size and nature that reflect the commercial environment in which the guide operates
- tourism industry operators with whom the individual can interact; these can be:
 - those involved in performing check-in and check-out duties at an accommodation facility, who interact with the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities set up for the purpose of assessment in an operational touring context
- customers for whom the individual can act as guide; these can be:
 - those participating in a tour or activity requiring arrival or departure assistance, who interact with the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities set up for the purpose of assessment in an operational touring context.

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

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