



Australian Government

SITTGDE015 Provide arrival and departure assistance

Release: 1

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Modification History

Not applicable.

Application

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

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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

Elements describe the essential outcomes

1. Conduct arrival transfers for groups or individuals.

2. Deliver arrival information to customers.

3. Check-in groups and individuals at accommodation.

4. Conduct departure transfers for groups and individuals.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 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 following check-in procedures.
- 1.8. Follow established procedures for lost baggage.

- 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 information and advice to introduce them to the local area.

- 3.1. Brief customers on accommodation check-in procedures.
- 3.2. Offer 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.

- 4.1. 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 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.
Numeracy skills to:	interpret 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

Supersedes and is equivalent to SITTGDE003 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 SITTGDE015 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 each of the following where required:
 - accommodation facilities
 - accommodation check-in procedures
 - forthcoming tour arrangements
 - local destination information
 - local time and weather forecast
 - money exchange rates and available facilities
 - tipping
 - 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
 - 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 and check-out procedures
- 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
- security requirements for:
 - customers' personal security
 - storage of luggage
 - transfer vehicles.

Assessment Conditions

Skills must be demonstrated in an operational transport terminal. This can be:

- an industry workplace; or
- a simulated industry environment, set up for the purposes of assessment.

Assessment must ensure access to:

- transport for conducting transfers
- accommodation venues
- customer and operational arrival and departure information
- 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.

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