



Australian Government

Assessment Requirements for SITIND003 Source and use information on the tourism and travel industry

Release: 1

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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:

- source and document current industry information on the tourism and travel industry using at least three information sources listed in the knowledge evidence
- interpret information on the following and share with colleagues on at least one occasion, to improve knowledge of the tourism and travel industry:
 - current and emerging products and services
 - current issues
 - career opportunities
 - relationships between other related industries
 - compliance issues and quality assurance
 - new products, technology, techniques and services
 - work ethic required to work in the industry
- identify ways to integrate current tourism and travel industry information into daily work activities on at least one occasion, to:
 - enhance the quality of work performance
 - conduct ethical practice within the travel and tourism industry.

Knowledge Evidence

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

- sources of information on the tourism and travel industry:
 - industry associations
 - government and regulatory bodies
 - industry publications
 - colleagues
 - suppliers
 - plain English documents, issued by government regulators, that describe laws relevant to the tourism and travel industry
 - regional, state and national tourism offices
- structure, functions and key characteristics of the tourism and travel industry

- roles and general responsibilities for different jobs, functions and the interrelationship of different sectors in the industry
- key characteristics and main functions of allied and related industries
- primary functions of:
 - major industry associations
 - trade unions
 - local, regional, state and national tourism information service and marketing organisations
 - tourism research bodies
- basic aspects of tourism and travel industry quality assurance processes
- basic aspects of state, territory and Commonwealth laws specifically relevant to the tourism and travel industry and actions that must be adhered to by tourism organisations
- basic aspects of and actions that must be adhered to by tourism organisations for inbound tour operators and guides:
 - Queensland Tourism Services Act 2003 for the delivery of tourism products in Queensland
- current and emerging technologies that impact on the tourism and travel industry:
 - cyber-security
 - e-business
 - social media.

Assessment Conditions

Skills must be demonstrated in an operational tourism or travel business environment. This can be:

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

Assessment must ensure access to:

- computers, printers, communication technology and information programs used to source industry information
- plain English documents issued by government regulators that describe laws specifically relevant to the tourism industry:
 - Queensland Tourism Services Act 2003
- industry personnel, colleagues and suppliers with whom the individual can interact to obtain current industry information. These can be:
 - industry personnel, colleagues and suppliers within a workplace; or
 - individuals who participate in role plays or simulated activities set up for the purpose of assessment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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