



Australian Government

Assessment Requirements for SITTTSL002 Access and interpret product information

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:

- research and interpret current, relevant and accurate product information in response to at least three different sales-related and operations-related enquiries
- use at least two of the following sources to access product information for each of the above enquiries:
 - computerised reservations systems (CRS)
 - internet or intranet
 - global distribution systems (GDS)
 - international government tourism authority information systems
 - organisation-designed information systems, such as inventory control databases
 - principal or supplier of the product
 - product library
 - social media websites
 - state and federal government tourism authority information systems
- interpret and correctly use industry terminology and common abbreviations in response to each of the above enquiries for product information
- share and interpret product information with colleagues
- complete activities within commercial time constraints and deadlines determined by the customer or organisation.

Knowledge Evidence

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

- sources of product information and specific product types
- industry accepted terminology, codes and abbreviations for the major categories of tourism, travel, hospitality or event products and services
- features and benefits of tourism, travel, hospitality or event products
- major product categories:
 - accommodation
 - banquets and catering
 - conferences and incentives

- cruising
- food and beverage
- vehicle rental
- wholesale and touring
- sales or operational needs for product information in the tourism, travel, hospitality or event industry relating to:
 - booking a supplier service for the customer
 - credentials of the tourism operator in minimising negative environmental, social and cultural impacts
 - hiring special equipment
 - issuing air tickets
 - issuing crew documentation
 - issuing customer documentation for tourism, travel, hospitality or event products
 - promotional products
 - providing specific product information and advice for destinations, food and beverage, or events and functions
 - travel add-ons:
 - flight fuel emissions offset fee ('carbon neutral')
 - pre-payment of baggage charges
 - pre-payment of in-flight meals
 - pre-travel seat selection
 - travel insurance
 - planning functions
 - preparing quotations
 - processing and monitoring event registrations
 - processing a reservation from a customer
 - processing financial transactions
 - providing advice on customer use of new technologies
- travel insurance products:
 - primary components of the Financial Services Reform Act 2001 and organisational responsibility for supplying product disclosure statements and providing accurate information on the provisions of the insurance policy
- methods to obtain product information:
 - accessing and reading promotional information, such as travel guide books, product brochures or product updates
 - accessing the internet and intranet
 - attending professional development activities:
 - product launches
 - promotional seminars
 - trade shows
 - workshops

- conferences
- familiarisations
- contact with other organisations:
 - suppliers
 - principals
 - tourist information offices
- formal study
- informal discussions with colleagues and customers
- liaising with trade and general media
- personal on-site observation or exploration
- reading or listening to trade and general references
- watching television, videos or films
- sources of specific product information
- special jargon or specifications:
 - common abbreviations used in the tourism, travel hospitality and event industries
 - industry terminology and codes
 - technical capacity of equipment
 - use of the 24-hour clock
- risks relating to the sale or operation of tourism, travel, hospitality and event products:
 - fluctuations in exchange rates
 - limitations in participation due to:
 - incapacity, age, disability
 - special licence requirements
 - non-operation of the product
 - product price increase
 - products that cause negative environmental, cultural or social impacts:
 - damage to environmentally or culturally sensitive areas or sites
 - damage to roads, tracks and fire trails
 - disturbance or injury to fauna
 - introduction of exotic and feral species
 - noise disturbance to the local community
 - physical damage to flora
 - pollution from vehicle emissions and unmanaged waste
 - trivialisation of culture
 - safety risk to customer in participating in activities
 - seasonal non-availability of the product
 - unclear product provision, deposit, payment and cancellation terms and conditions
 - unclear product, tax and levy costs.

Assessment Conditions

Skills must be demonstrated in an operational tourism, travel, hospitality or events environment. This can be:

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

Assessment must ensure access to:

- computers and information systems currently used by the tourism, travel, hospitality and event industries to store product-related information
- the internet
- industry sources of product information
- printers and scanners
- storage for computer data
- customers and colleagues with whom the individual can interact; these can be:
 - customers and colleagues in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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

Companion Volume implementation guides are found in VETNet -

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