



**Australian Government**

# **Assessment Requirements for SITTTSL003 Provide advice on international destinations**

**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:

- provide tailored information to meet the requests of at least three different customers each requiring information on at least five different features of different international tourism destinations
- obtain above information by accessing at least three different information sources from the following list:
  - computerised reservations systems (CRS)
  - global distribution systems (GDS)
  - international government tourism authority information systems
  - internet or intranet
  - organisation-designed information systems
  - principal or supplier information
  - destination and product libraries
  - social media websites
- ensure information provided is current, relevant and accurate
- complete above 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:

- formal and informal research methods:
  - accessing and reading promotional information:
    - travel guide books
    - product brochures
    - product updates
  - accessing the internet or intranet
  - attending professional development activities:
    - conferences
    - familiarisations

- product launches
- promotional seminars
- trade shows
- workshops
- 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 information on regions and destinations and general types of product offered
- sources of information on current health and safety issues for the above destinations:
  - travel warning advice issued for Australian travellers by the federal government
  - health advisory notices and vaccination information issued by local and international bodies
- sources of information on regulatory issues for the above destinations:
  - passport and visa requirements
  - restrictions for visiting that destination
- specific industry sector and organisation:
  - appropriate breadth of international destination knowledge which must include coverage of all seven continents, and the major regions and destinations therein
- features of international destinations:
  - areas of environmental, social or cultural significance or sensitivity
  - banking and currency information
  - facilities for customers with special needs
  - local customs
  - local economy
  - local facilities
  - major cities, towns and tourist areas and precincts
  - major gateways for and transport networks within the region and destination
  - major man-made tourist attractions
  - special features of the host community
  - special regional features
- each of the destinations of interest to the customers specified in the performance evidence:
  - key information on geographical features of the destination:
    - destination location

- climate and seasonal factors of the destination and its region
- major geographical features of the destination and its region
- key information on cultural and related features of the destination:
  - major cities, towns and tourist areas and precincts
  - areas of environmental, social or cultural significance or sensitivity
  - major man-made tourist attractions
  - major gateways for and transport networks within the destination and its region
  - basic aspects of the history and culture of the host community, cultural mix and language spoken
- key information on socioeconomic features of the destination:
  - current state of the economy
  - basis for the economy
  - currency used
- formats and inclusions used to present information to customers, and styles that cater for those with special needs
- different methods for storing destination information:
  - computerised databases
  - files and notes for specific styles of customer group, touring routes or locations, and particular destinations.

## Assessment Conditions

Skills must be demonstrated in an operation where destination information is provided to customers. This can be:

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

Assessment must ensure access to:

- computers, printers and information programs currently used by the tourism, hospitality and event industries to store destination information
- current destination and general product information found in sales kits, brochures, product manuals, destination marketing organisation information kits, electronic information sources and information databases
- internet and email
- telephone
- generic computer software and applications:
  - computer operating systems
  - databases
- customers with whom the individual can interact; these can be:
  - customers 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>